

SUMMARY REPORT
of the
1993 CITIZEN SURVEY
conducted for the
CITY OF MANISTEE, MICHIGAN
August, 1993

Conducted by
the
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of
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INTRODUCTION

BACKGROUND

The City of Manistee contracted with the Center for Governmental Research at Central Michigan University in the spring of 1988 to conduct a survey of the residents of Manistee to determine:

- A. Eligibility of the City for HUD funds;
- B. Perceptions of residents about the community as a place to live;
- C. Perceptions of residents about the quality of services provided by the city;
- D. Perceptions of the residents as to the importance of the city providing services;
- E. Perceptions of the residents to the availability of cultural and recreational opportunities in the city;
- F. Perceptions of the residents as to the responsiveness of units of Manistee Government; and,
- G. Sales tax and economic development.

The City Council and City Administration demonstrated their awareness of the importance of delivering services to residents and the importance of measuring resident satisfaction with those services by causing this study to be undertaken.

The City of Manistee contracted with the Business and Industrial Development Institute of West Shore Community College ("the Business Institute") in December of 1992 to conduct a follow up survey to determine if perceptions have changed in the intervening years since the 1988 survey.

RESEARCH OBJECTIVE

The purpose of this survey was to:

- * Determine the eligibility of the City of Manistee for Small Cities CBDG Funds;
- * Determine if the residents believe the City of Manistee is providing the services they desire;
- * Determine if the residents believe the City of Manistee is providing quality services;
- * Determine if the residents have a need for either proposed or contemplated City services; and,
- * Determine if significant changes in citizen opinions have occurred since the 1988 survey.

METHODOLOGY

POPULATION

The Business Institute of West Shore Community College conducted a mail survey of 1,200 randomly selected households in the City of Manistee, Michigan.

The City of Manistee provided the Business Institute with a copy of the Polk City Directory in which the City had marked the addresses located in the city limits. The Business Institute randomly picked 1,200 residents from the directory. The specific random mechanism was a random numbers computer program.

A minimum sample size of 341 is sufficient for making a statement about population parameters since Manistee has 2,822 households. Based on the Business Institute's and industry experience that mail surveys have low response rates, the larger sample of 1,200 was taken to insure that sufficient responses would allow statistical statements with a 95 percent confidence level at a degree of accuracy of ± 5 percent to be made about the results of the survey.

SURVEY INSTRUMENT

The same questions were asked in Survey II to determine the same information as in Survey I with a few changes. The total number of questions was increased from 44 to 60 in Survey II. The question regarding the safety of shopping downtown at night in Survey I was deleted from Survey II. The question regarding a city income tax in Survey I was also deleted in Survey II. Questions 15, 21, 22, 27, 28, 32, 39, and 42 from Survey I were reworded in Survey II. Questions 14, 15, 45 through 50, and 52 through 55 were new questions on Survey II. Question 51 in Survey II is similar to Question 15 in Survey I. Questions 45 through 49 of Survey I are questions 56 through 60 on Survey II. The same response categories were used in Survey II as in Survey I. A copy of the Survey Instrument is included as Appendix C.

DATA COLLECTION

Three mailings of the survey instrument were made to members of the sample on February 24, March 23, and April 15. Three mailings were made because of the traditionally low response rate to mail surveys. Coinciding with the first, second and third mailings the City of Manistee released information to the press about the conduct of the survey to heighten public awareness of the larger study of which this survey was a part.

Mailings were made to the named person at the address in the Polk Directory. The first mailing was to the entire sample $n_1 = 1,200$. The second mailing was only to those members of the sample whose response was not received by the Business Institute by March 23, 1993, $n_2 = 946$. The third mailing was only to those members of the sample whose response to either the first or second mailing was not received by the Business Institute by April 15, 1993, $n_3 = 843$.

A total of 452 completed or partially completed surveys were returned to the Business Institute by residents of Manistee resulting in a response rate of 38 percent. Accordingly, the Business Institute is 95 percent confident the sample population reflects the opinions of the population of adult citizens in the City of Manistee with a degree of accuracy of ± 5 percent.

A complete summary of responses to the questions appears in Appendix A: Frequency Distributions of Responses for each Question.

DATA ANALYSIS

Returned questionnaires were reviewed for completeness and consistency, and all data were transferred to a computer data base for analysis. SumQuest, a statistical analysis and tabulation software program, was used to generate frequencies and graphs. Data analysis consisted of descriptive and statistical analysis for each item on the questionnaire as well as selected comparisons between Survey I and Survey II. The "Difference of Means" statistical analysis was employed to determine statistically significant differences in the frequencies of responses

between Survey I and Survey II for each question. The "F-Test" was employed to determine statistically significant differences in the breadth of the distribution. The "Spearman Rank Correlation" was employed to determine if a statistically significant difference existed between various aggregations of questions referred to as indices of Quality of City Services, Place to Live, Importance of City Services, and Government Responsiveness. The mean for each question and the standard deviation were also generated as part of the analysis of the data.

Frequencies for the questions worded negatively in the survey instrument were left intact in Appendix A. The means for each question in Appendix B are included as the actual mean based on a scale of 1 to 7 and a normalized mean based on a scale of +3 to -3. The normalized mean has negatively worded questions coded to reflect a positive statement so negatively worded questions can easily be compared to positively worded questions. The eighth response category "No Opinion" was treated as a neutral response.

Survey questions were worded positively and negatively to obtain a thoughtful response to each question. If all questions were worded positively or set up so a uniform response could have been made, the study may have had a bias.

FINDINGS

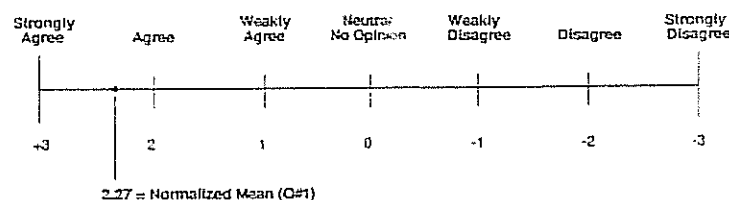
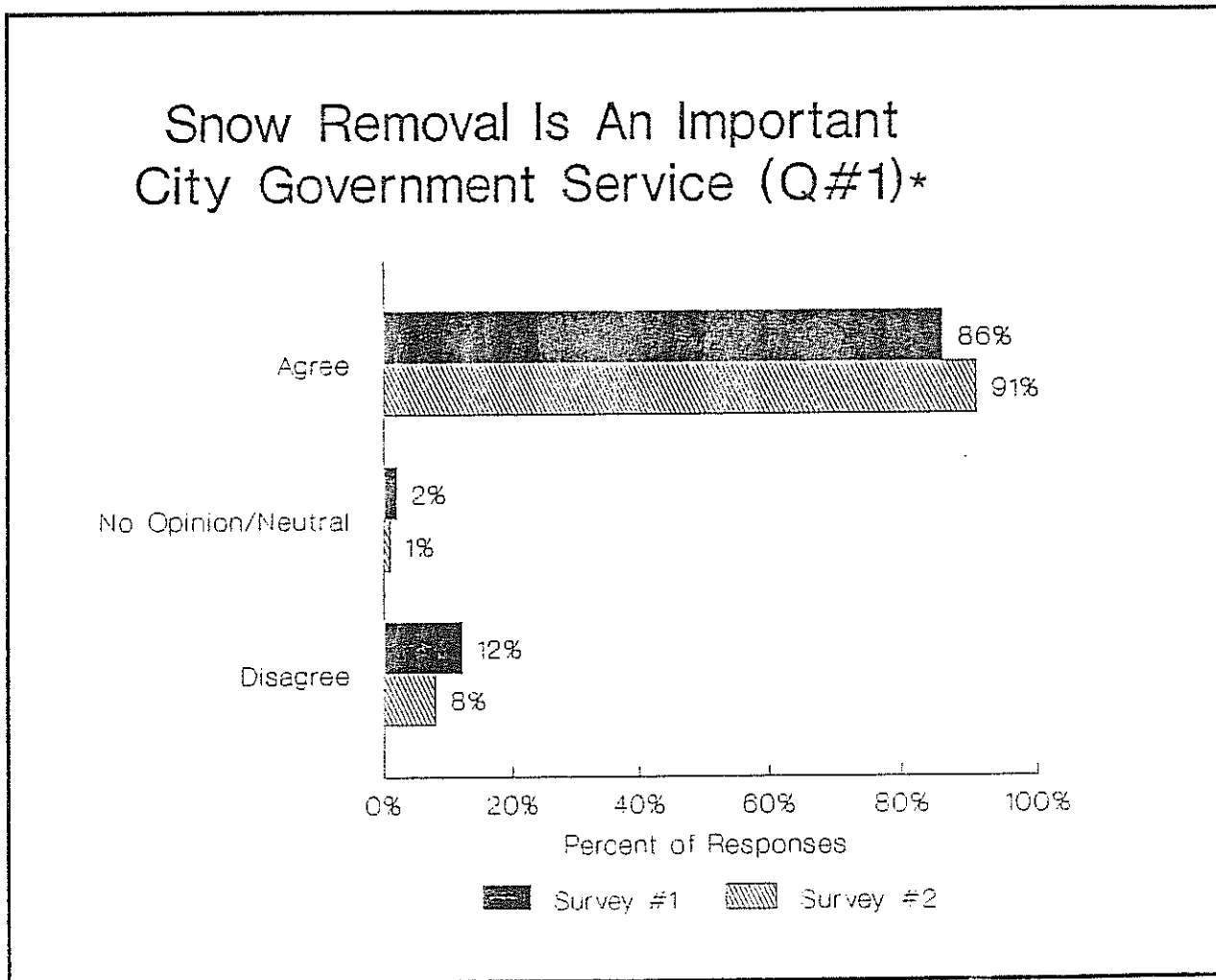
The presentation format for the findings of the survey is composed of both narrative and graphic materials. The negatively worded questions in the survey instrument have been converted to positively worded questions and are identified with an asterisk (*) beside the question number. The purpose of converting the negatively worded questions to positive questions is to simplify understanding the data presented. Data has been aggregated for several of the graphs into agree, no opinion/neutral and disagree to allow easy comparison between Survey I and Survey II. When a statistically significant difference in the distribution of the responses has occurred between Survey I and Survey II a second graph showing the exact percentages of the frequencies is included to provide more detailed information. Detailed frequencies for each question in Survey II are included in Appendix A.

The narrative statements often include references to a mean or average value. The mean referred to is the "Normalized Mean" as described in the previous section "Data Analysis". The "Normalized Mean" for each question is displayed on a continuum from +3 (strongest positive response) to -3 (strongest negative response).

Street Snow Removal

Although the difference is not statistically significant, a slightly larger percentage of respondents to Survey II indicated snow removal on city streets is an important city function as evidenced by a 91 percent positive response rate in comparison with an 86 percent positive response rate for Survey I (Figure 1). A statistically significant difference does exist when comparing responses to both surveys regarding the level of satisfaction with the performance of the service (Q#41). The indication is the perception of the level of performance has declined which may correlate with an increased need for the service. The normalized mean value for Survey II is 2.27 equating to a position between agree and strongly agree.

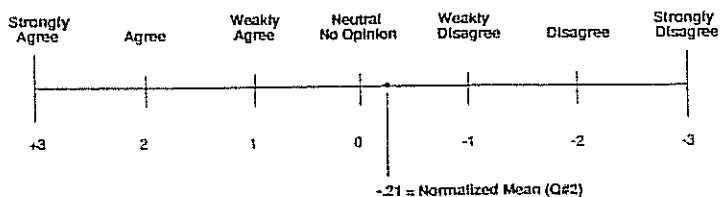
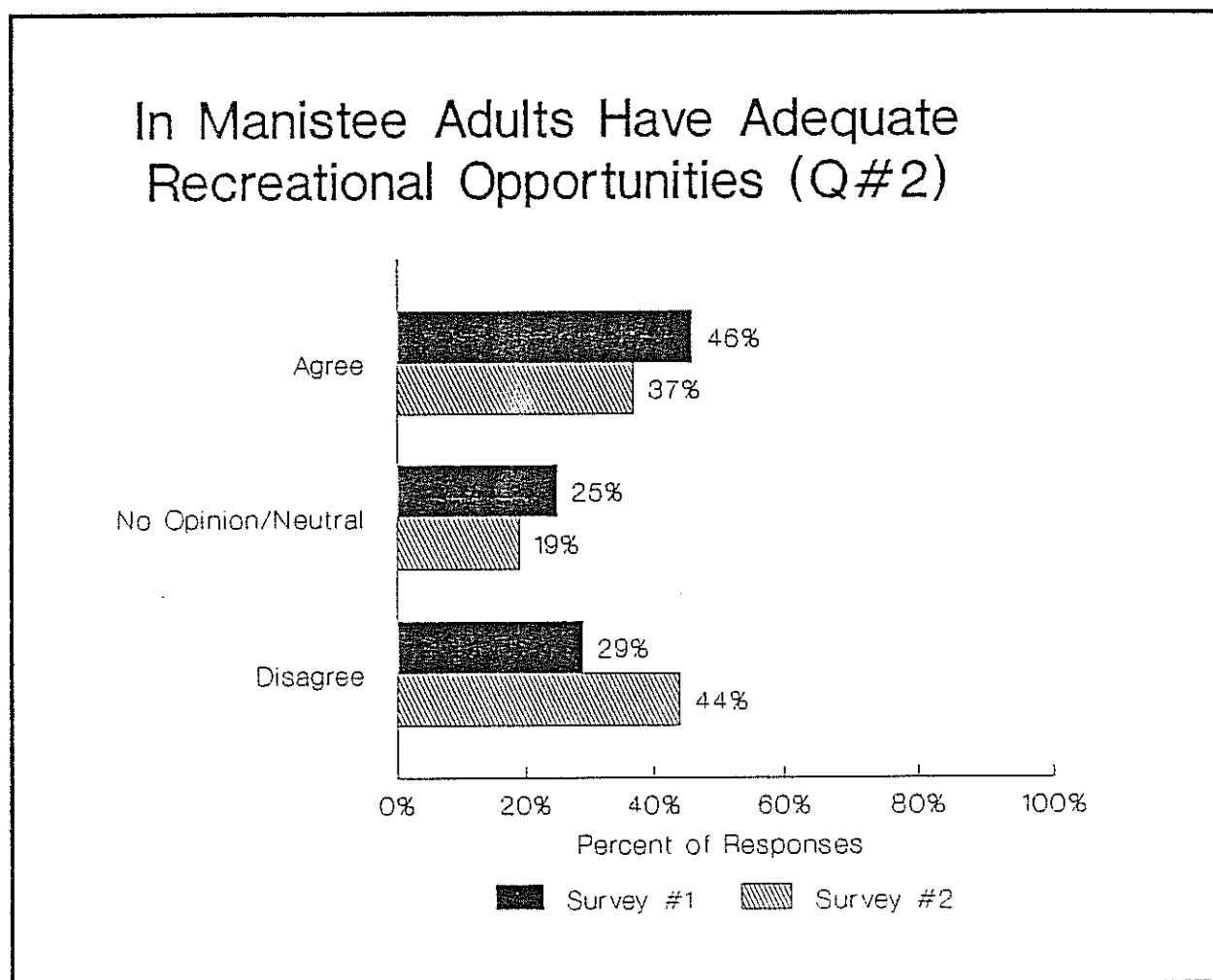
Figure 1



Recreational Opportunities - Adults

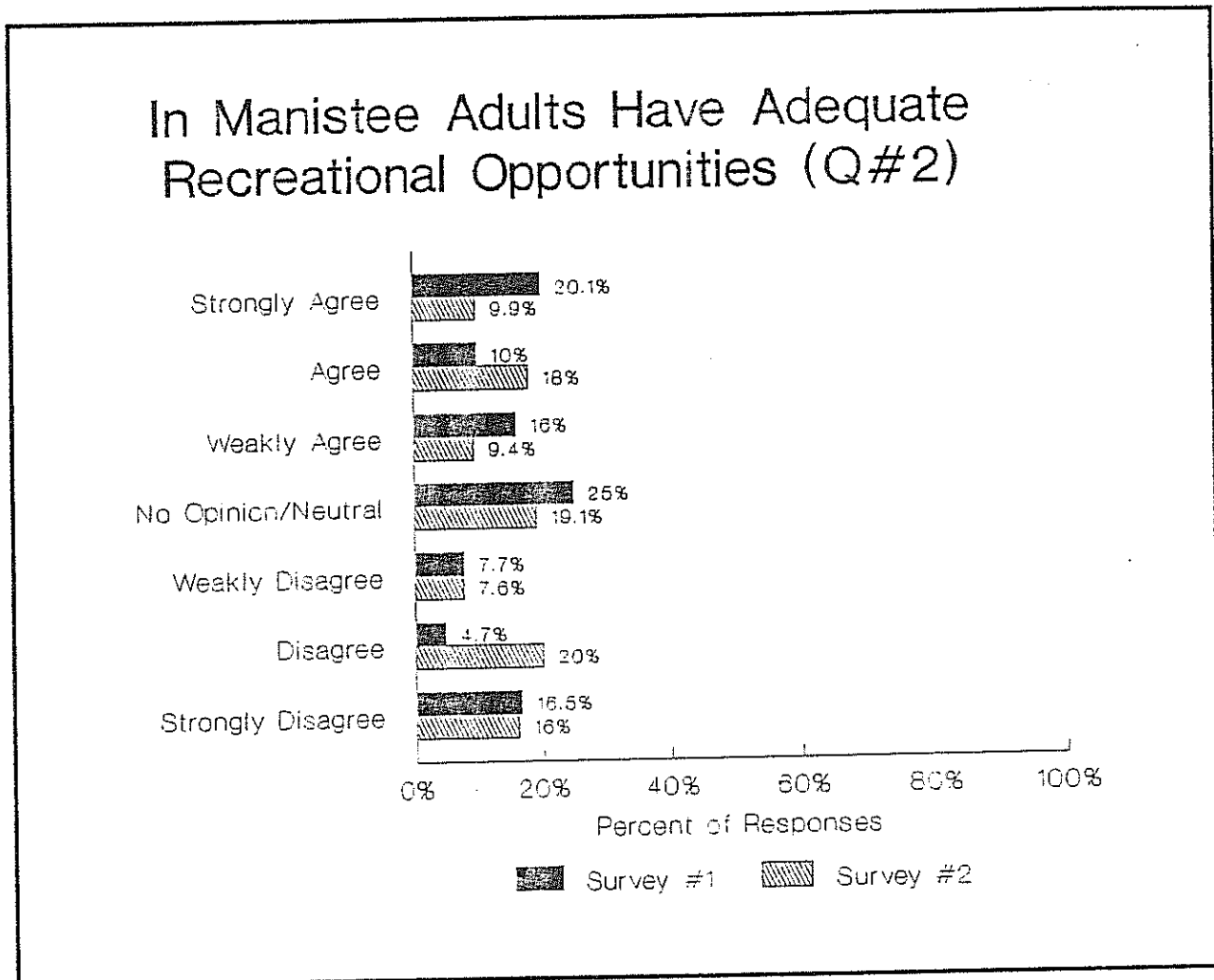
A statistically significant increase occurs in the percentage of respondents to Survey II in comparison with Survey I who believe recreational opportunities for adults are inadequate based on an analysis of the difference of their means. The difference between the percent of responses in Survey I and Survey II believing adult recreational opportunities are inadequate is 15 percent (Figure 2). The percent of respondents expressing opinions adult recreational opportunities were adequate dropped 9 percent between Survey I and Survey II. The normalized mean value for Survey II is -.21 equating to a position between neutral and weakly disagree.

Figure 2



The average response for Survey II was weakly disagree compared to an average response of weakly agree for Survey I. No statistically significant difference exists in the breadth of the distribution of the responses between the two Surveys (Figure 3). A perceived need for additional recreational opportunities for adults may exist.

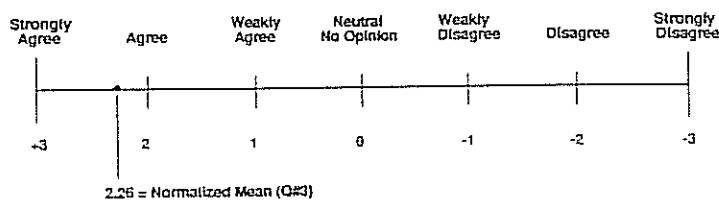
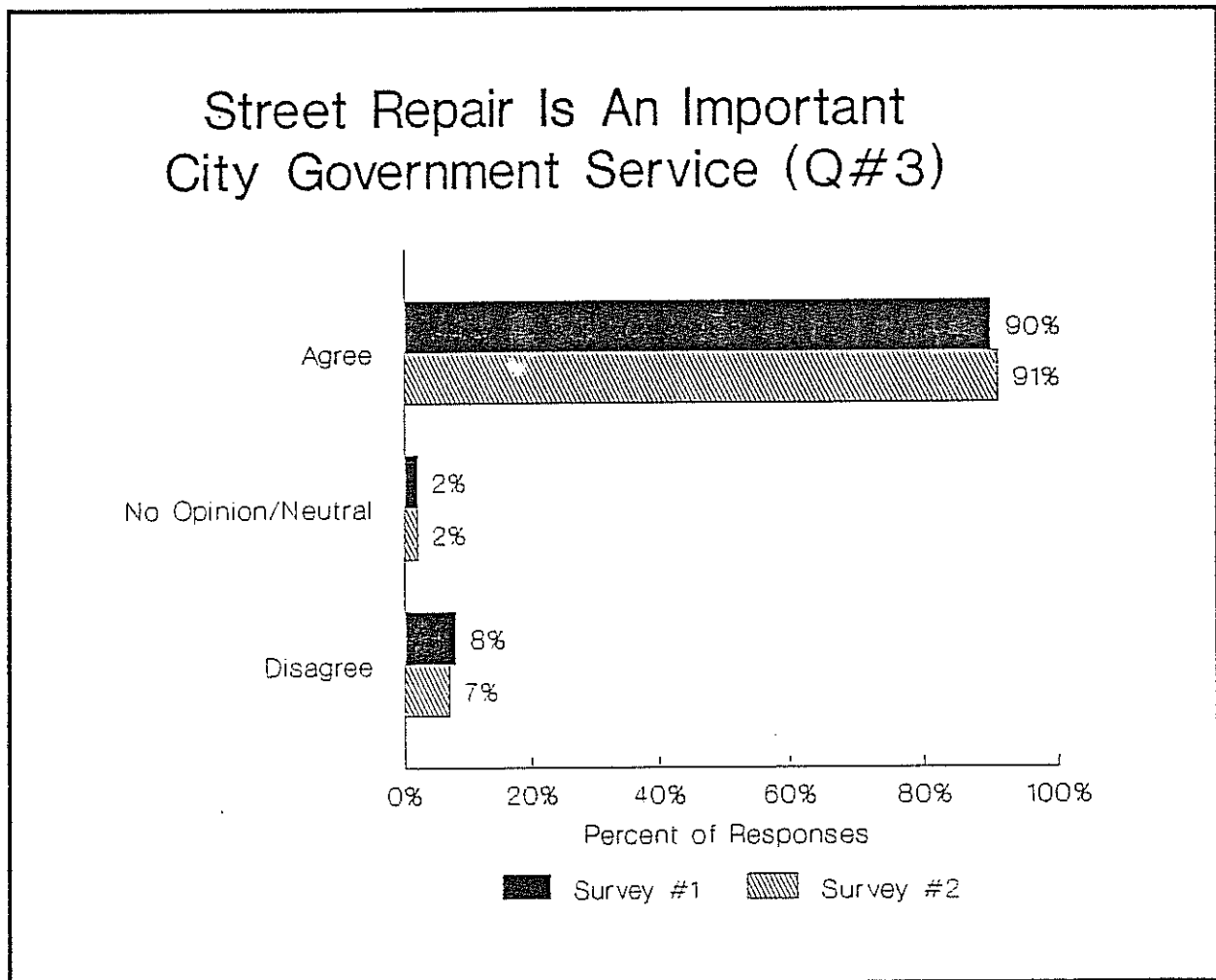
Figure 3



Street Repair

No significant change has been identified between the two surveys in the perception of the need for street repair as a city government service. Respondents to both surveys indicated by an overwhelming majority street repairs is an important city government service (Figure 4). The normalized mean is 2.26 for Survey II equating to a position between strongly agree and agree.

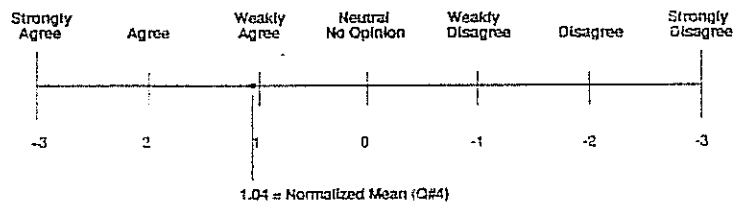
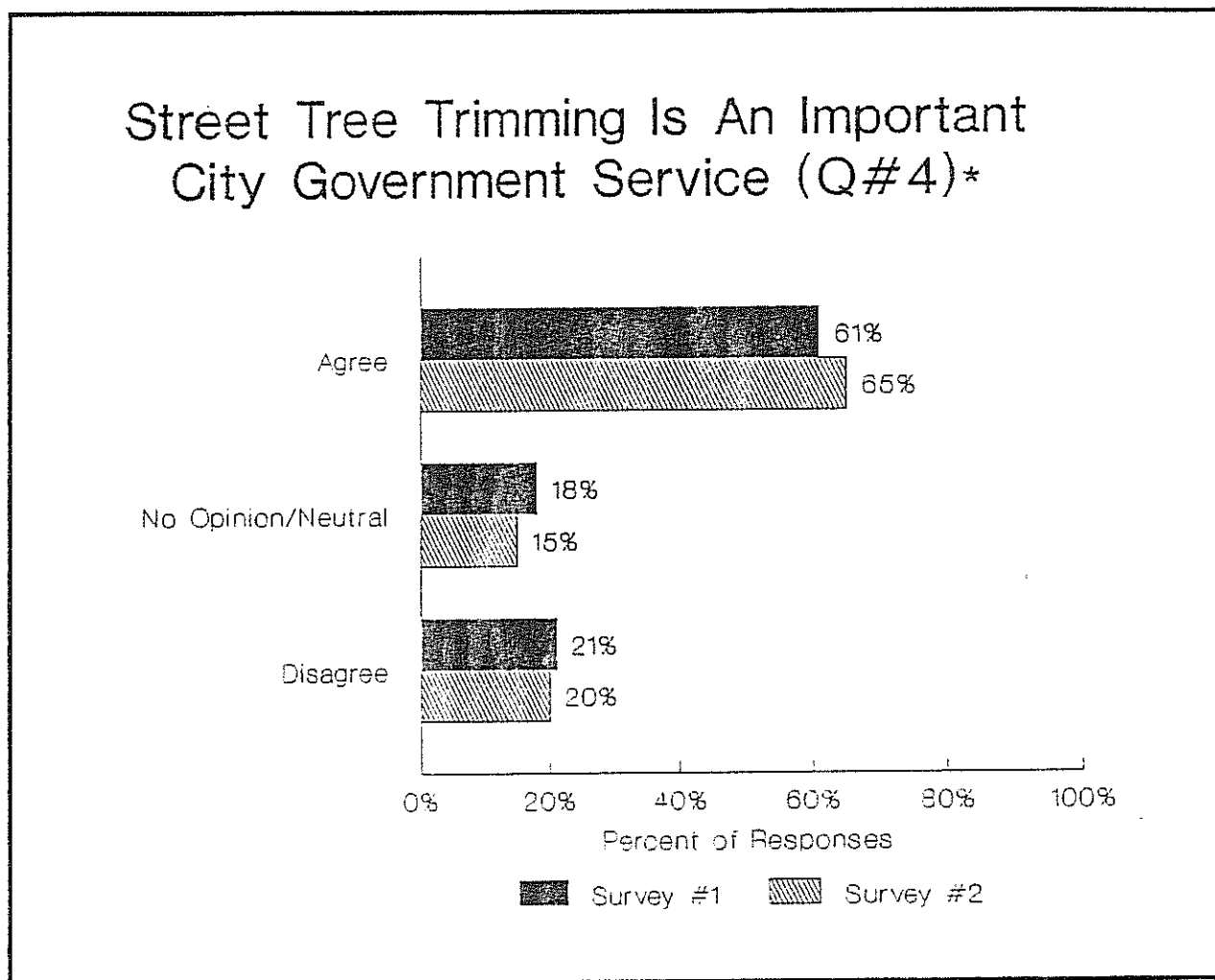
Figure 4



Street Tree Trimming

Both surveys show similar responses to the need for street tree trimming, planting and removal as a city government service. Approximately two-thirds of the respondents to both surveys agree it is an important service (Figure 5). The normalized mean for Survey II is 1.04 equating to weakly agree.

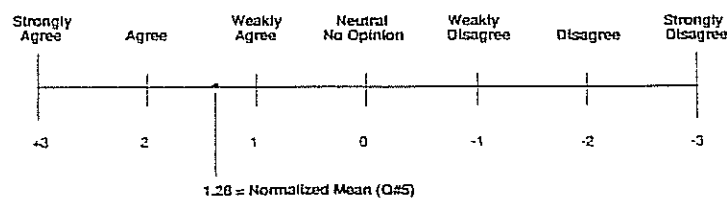
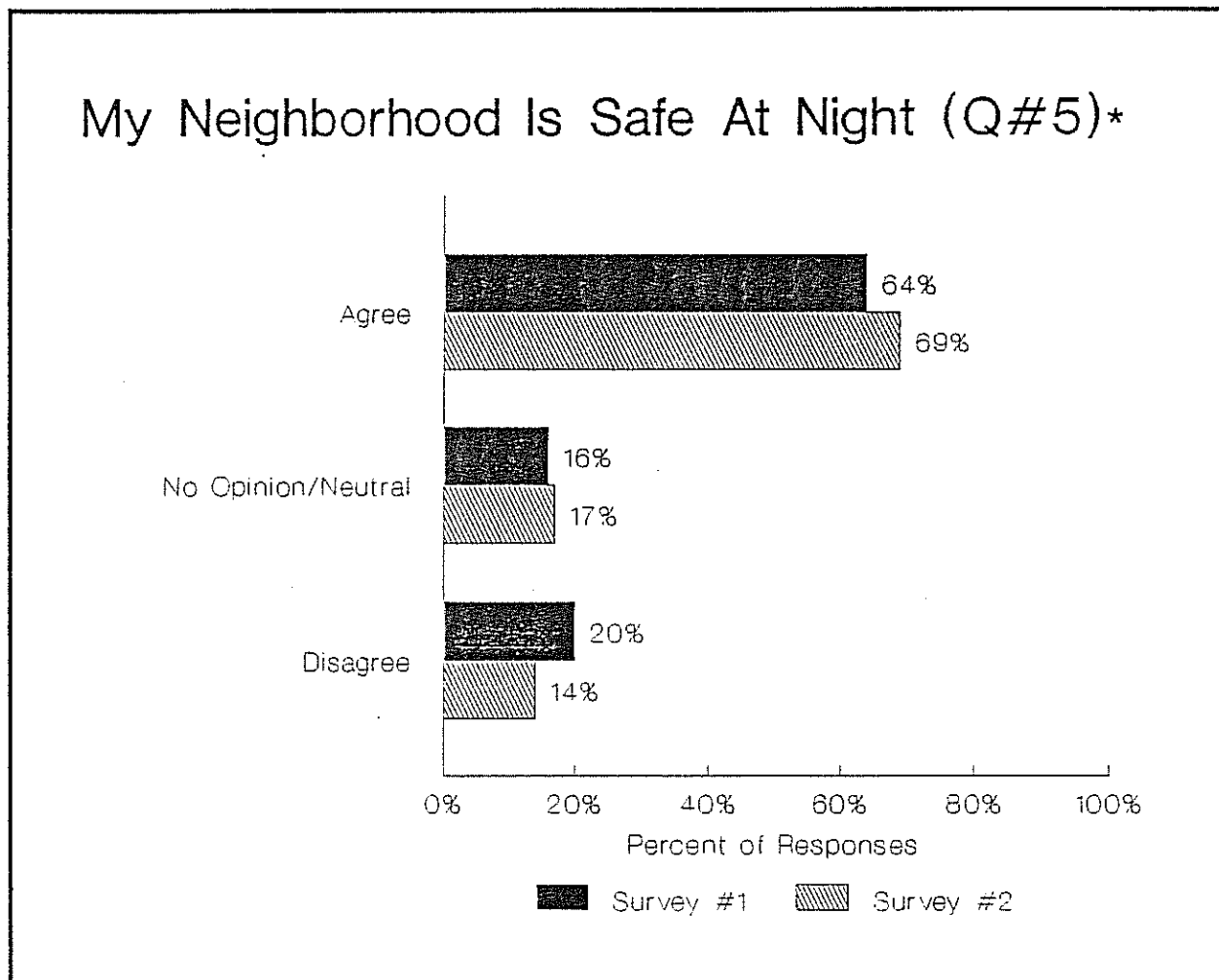
Figure 5



Safety of Neighborhood

Although not statistically significant, a larger percentage of respondents to Survey II indicated they believe their neighborhood is safe at night compared to Survey I (Figure 6). A decline in the percentage of respondents indicating their neighborhood is unsafe at night also occurred in Survey II. Possible reasons might include increased city police patrols, a 911 system, better lighting, less crime committed and reported and the perception of the level of crime in other areas. The normalized mean for Survey II is 1.28 equating to a position between weakly agree and agree.

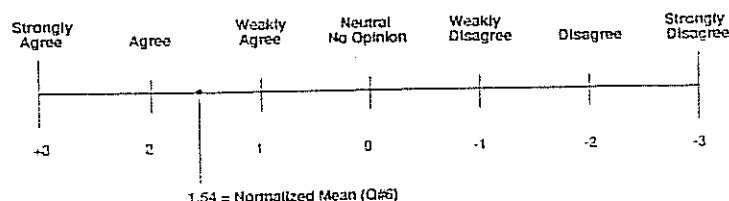
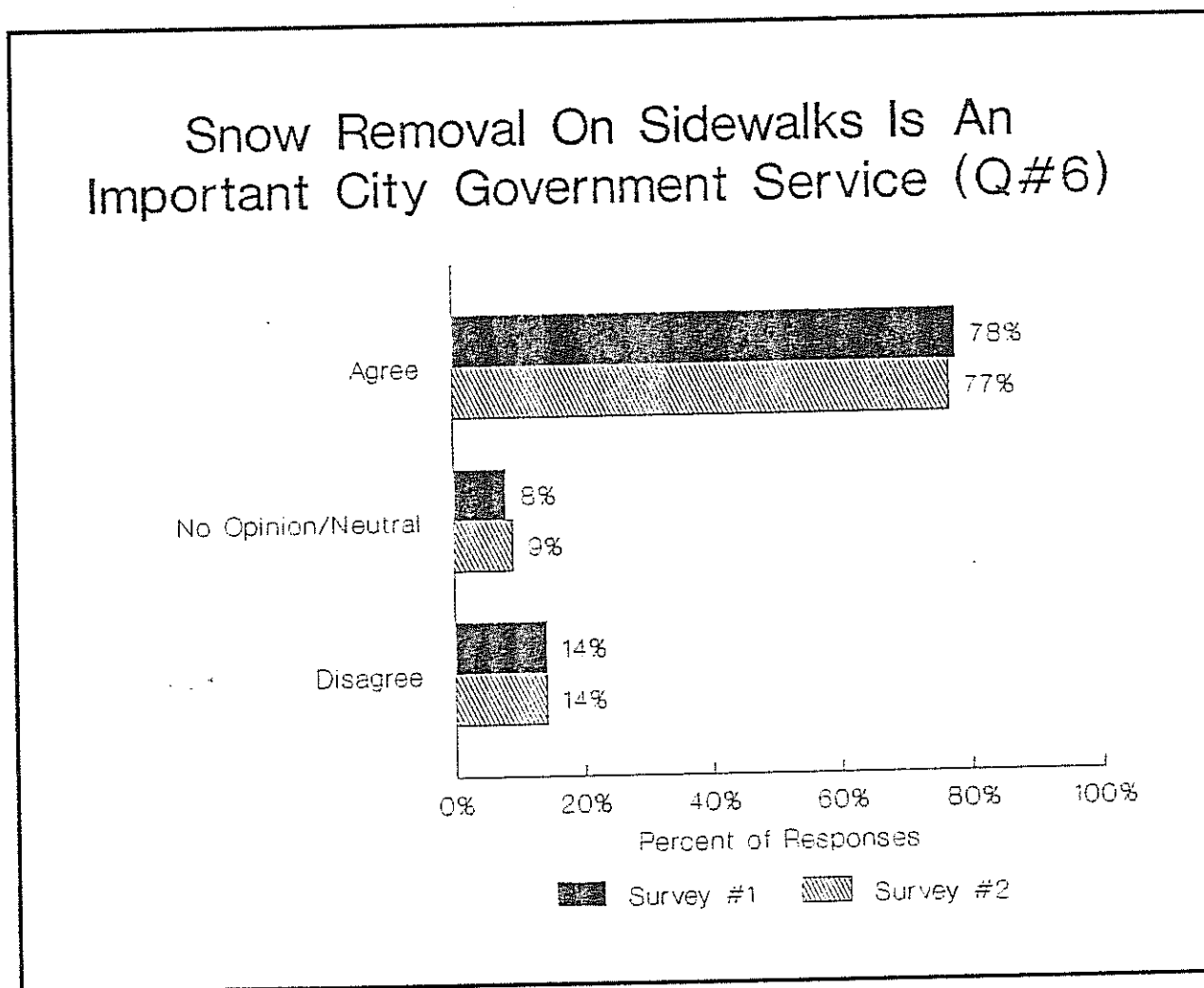
Figure 6



Sidewalk Snow Removal

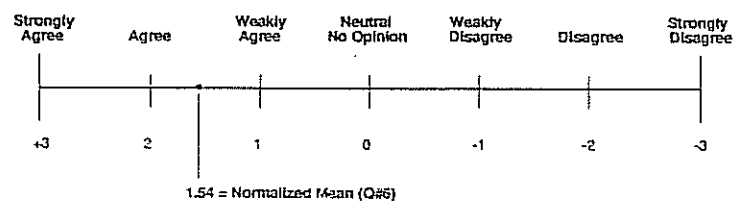
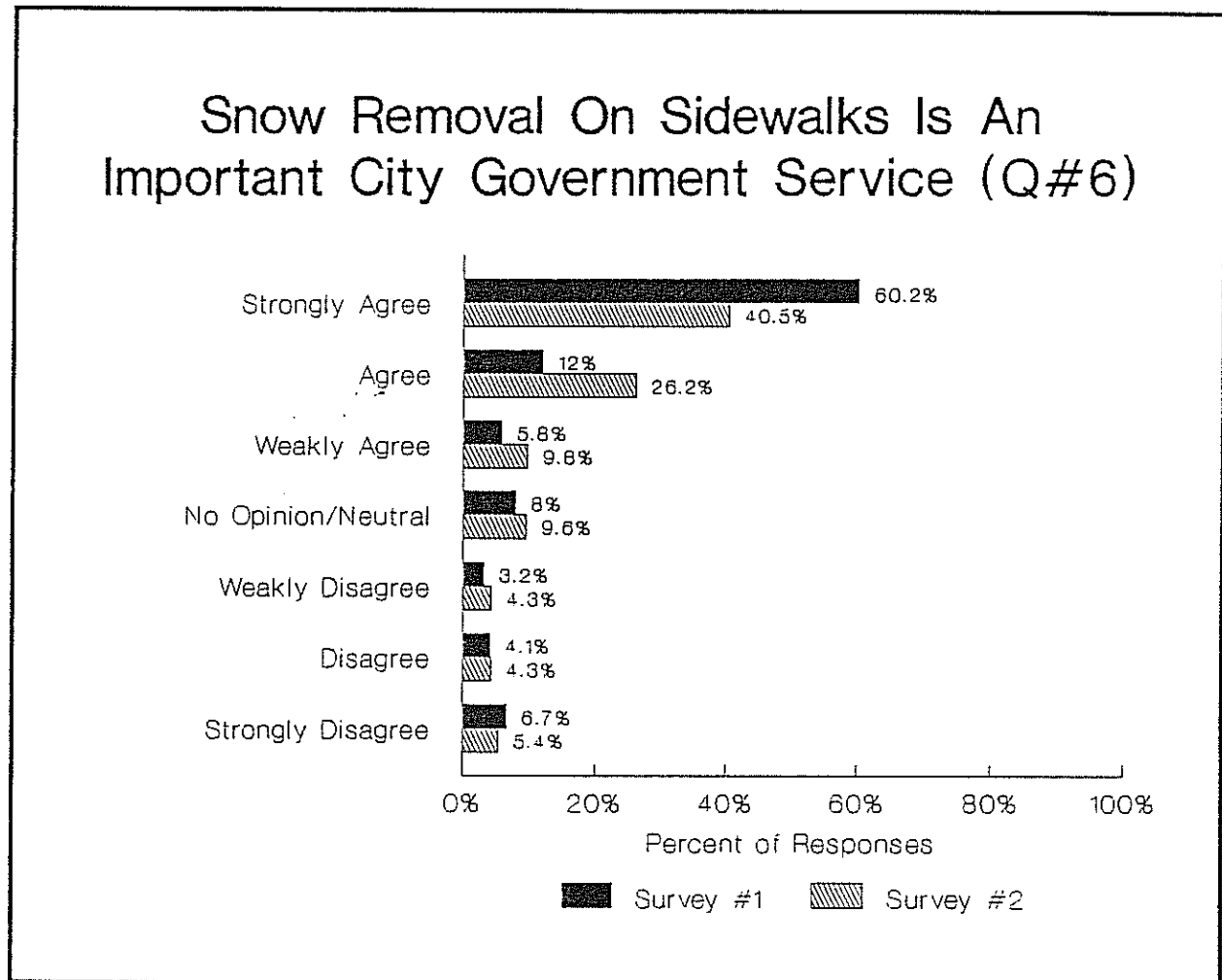
A statistically significant difference exists between the responses to Survey I and Survey II regarding the importance of snow removal on sidewalks as a city government service. Although more than three-fourths of the respondents in both surveys believe it is needed (Figure 7), a slight decline in its importance as a city government service was evidenced by a shift in opinion from strongly agree in Survey I to agree in Survey II (Figure 8).

Figure 7



The normalized mean for Survey II is 1.54 equating to a position between agree and weakly agree. The normalized mean in Survey I is 1.79. It is perceived as an important service in both surveys.

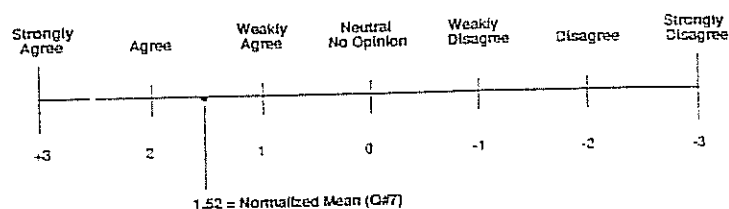
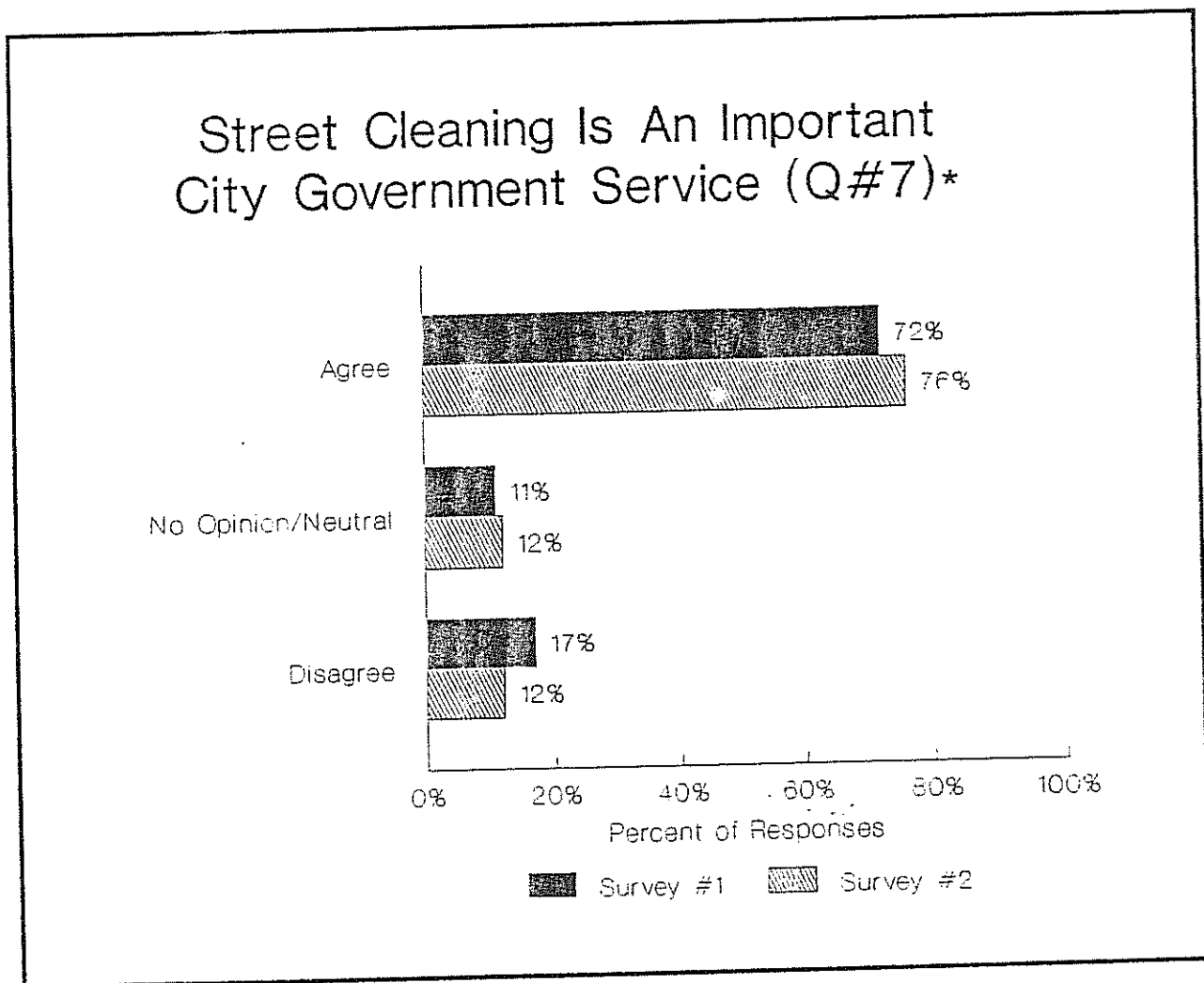
Figure 8



Street Cleaning

Very little difference exists between the responses to Survey I and Survey II regarding street cleaning. Approximately three-fourths of the respondents in both surveys expressed opinions street cleaning is an important city government service (Figure 9). The normalized mean for Survey II is 1.52 equating to a position between agree and weakly agree.

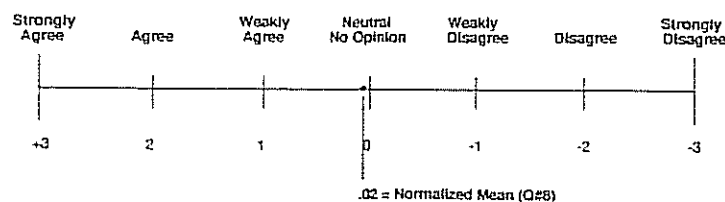
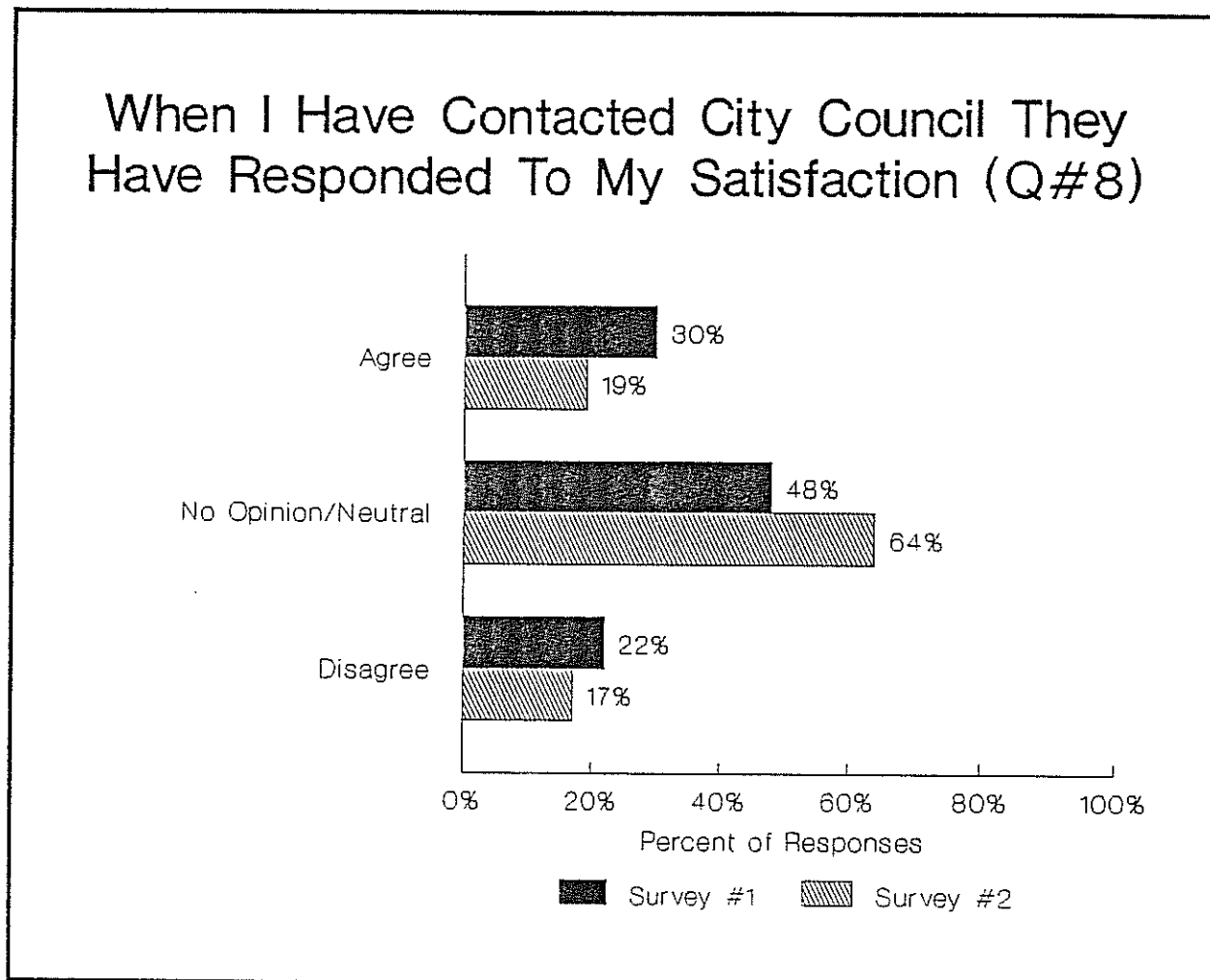
Figure 9



Response of City Council

Although the difference in the responses between the two surveys may seem great, it is not statistically significant based on an analysis of the difference of their means. Approximately two-thirds of the respondents to Survey II were either neutral or did not answer regarding the response of City Council to a contact from them (Figure 10). A statistically significant difference does exist in the breadth of the distribution of the responses. The distribution is narrower in Survey II. The normalized mean for Survey II is .02 equating to a neutral position. The normalized mean for Survey I was .19.

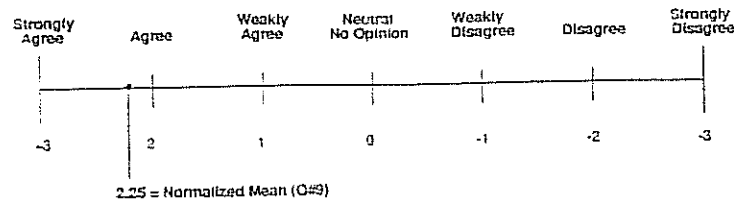
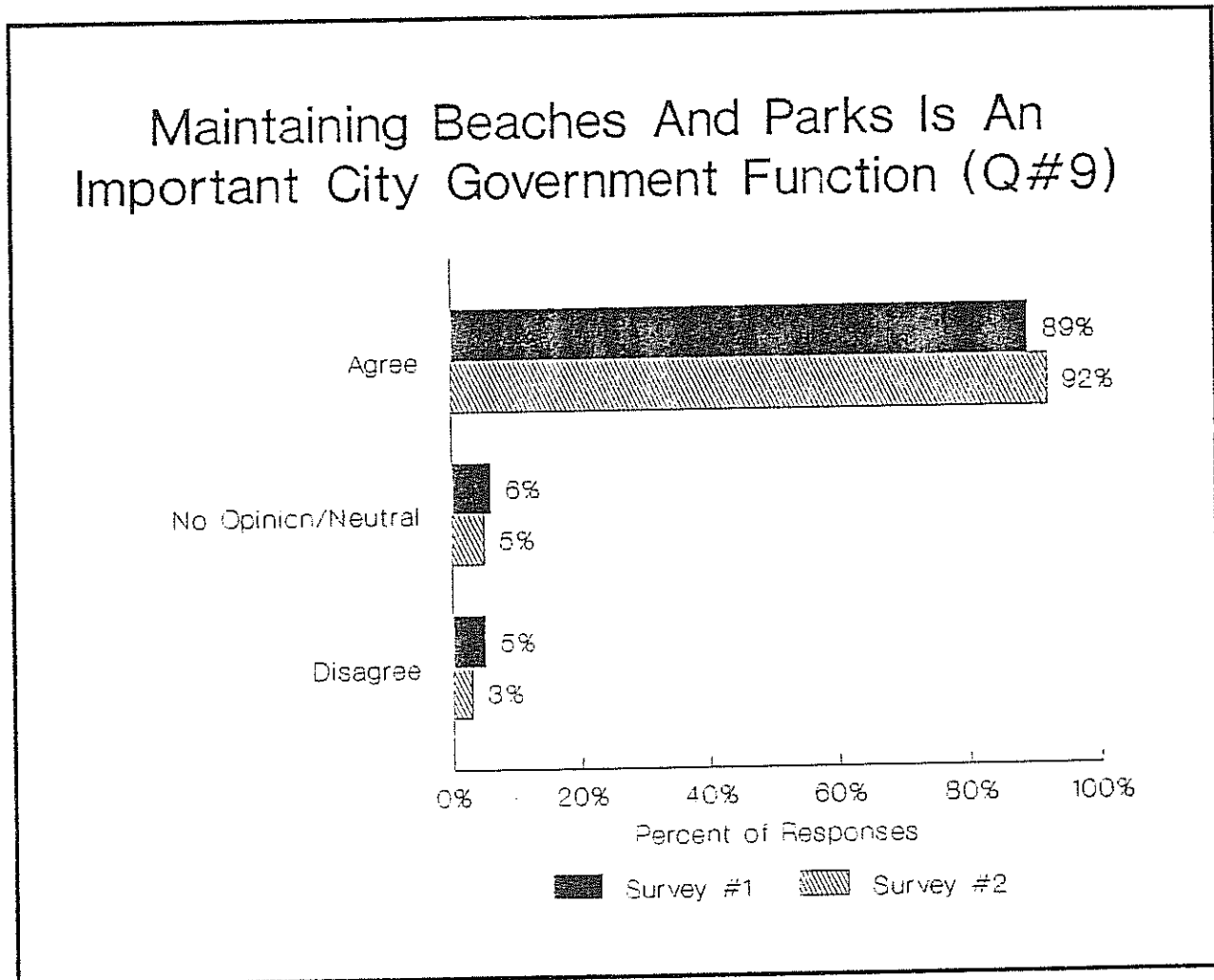
Figure 10



Maintaining Beaches and Parks

Respondents to both surveys were in agreement maintaining beaches and parks is an important city government service with positive response rates of approximately 90 percent (Figure 11). The normalized mean for Survey II is 2.25 equating to a position between strongly agree and agree.

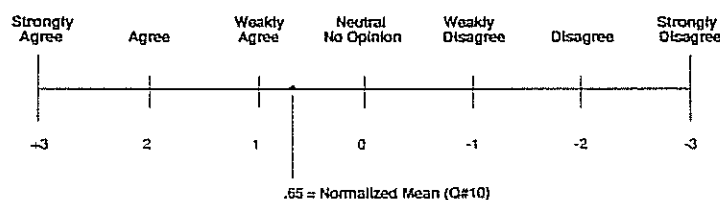
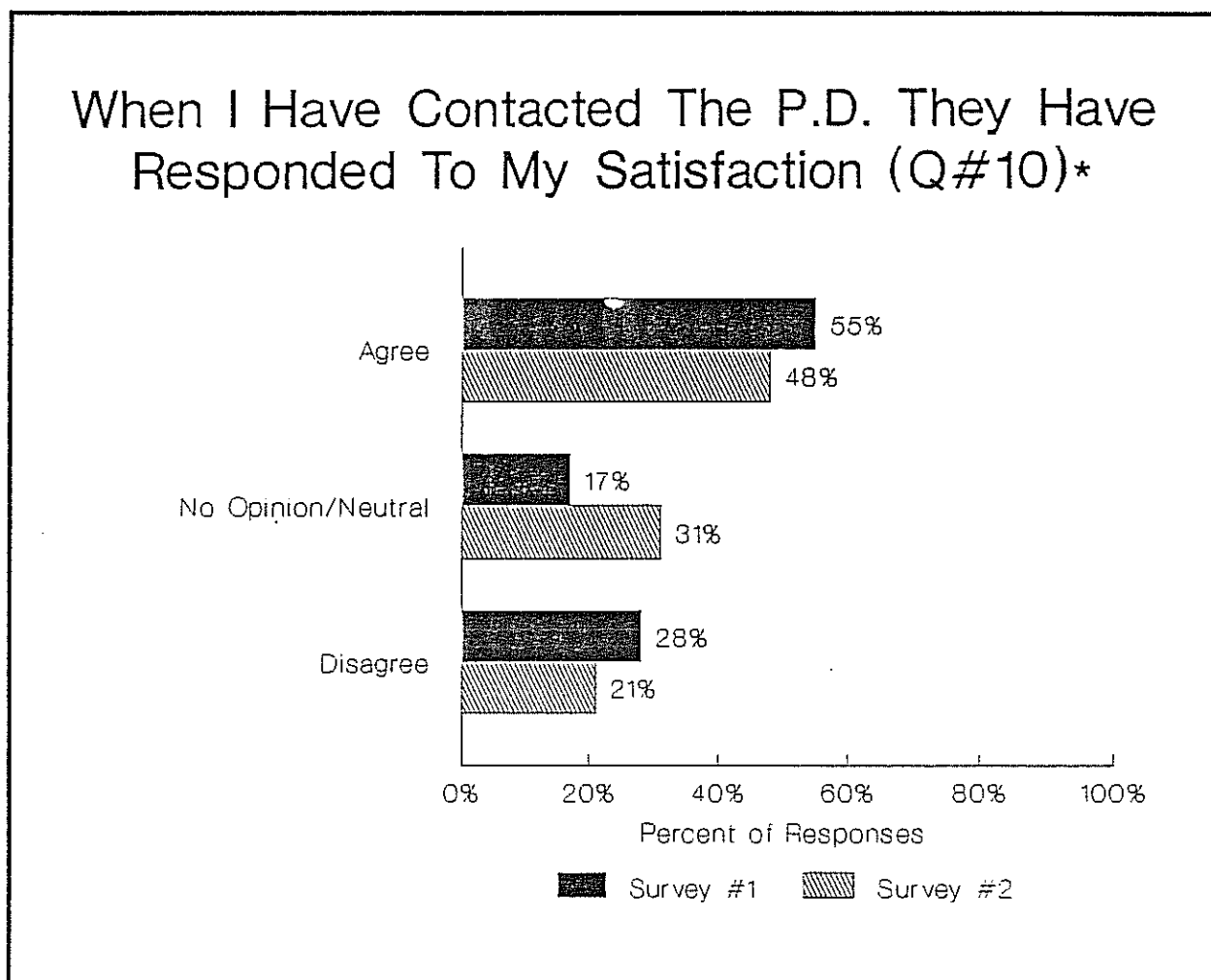
Figure 11



Police Protection

No statistically significant difference exists in the responses between Survey I and Survey II regarding satisfaction with the response of the city police department. One-third of the respondents in Survey II were neutral or had no opinion regarding the quality of service of the police department (Figure 12). The normalized mean for Survey II is .65 equating to a position between neutral and weakly agree. The normalized mean for Survey I was .83.

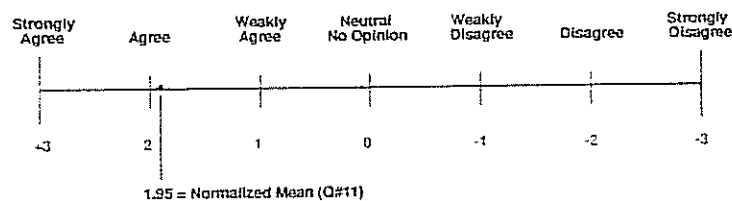
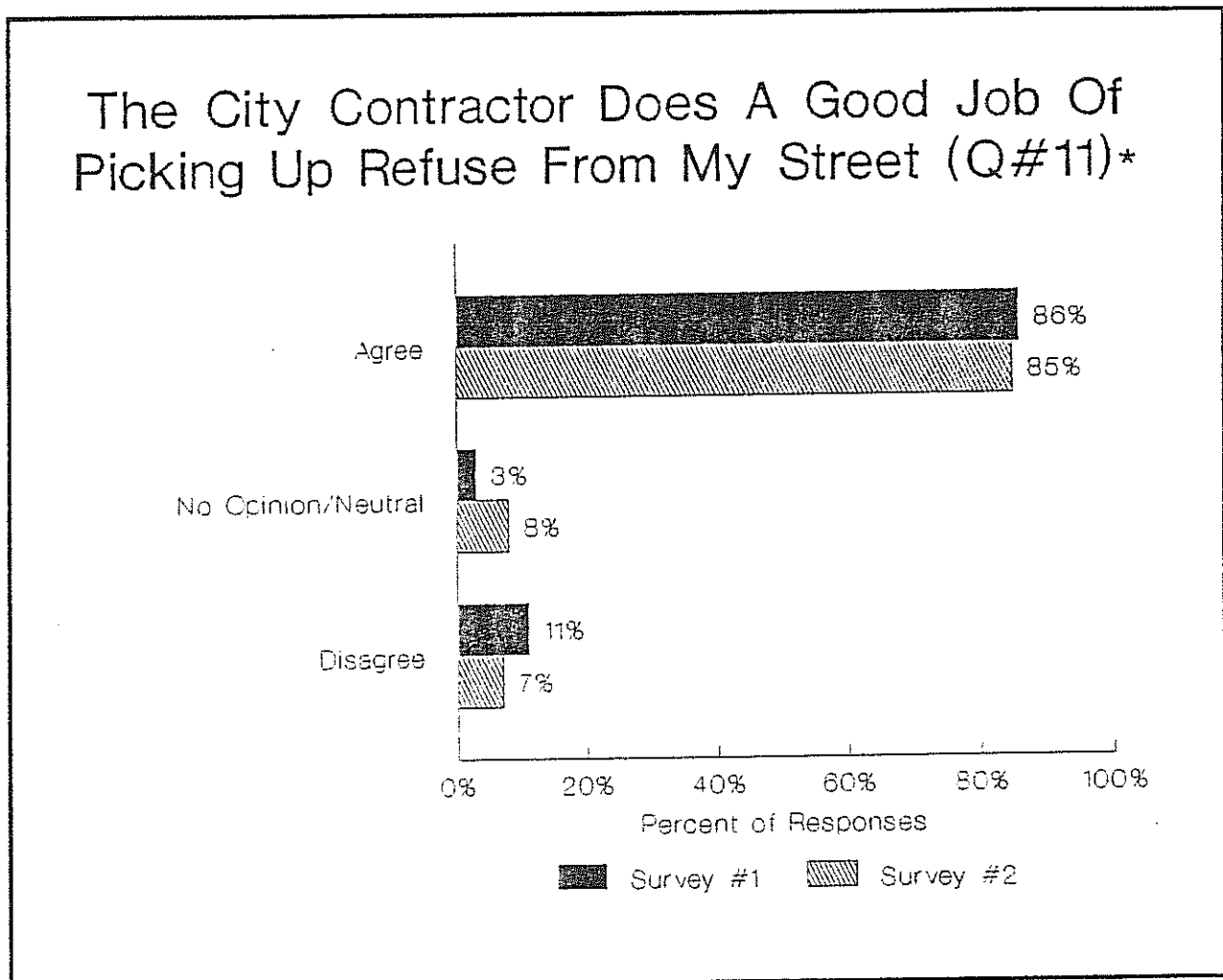
Figure 12



Refuse Collection

A majority of the respondents to both surveys are in agreement the current city contractor for refuse collection is doing a good job (Figure 13). The normalized mean for Survey II is 1.95 equating to a position of agree.

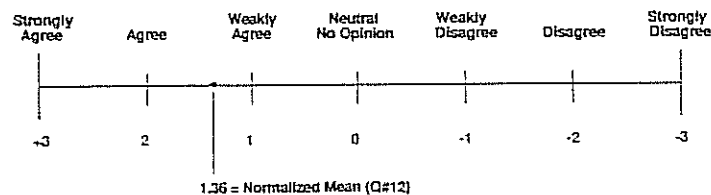
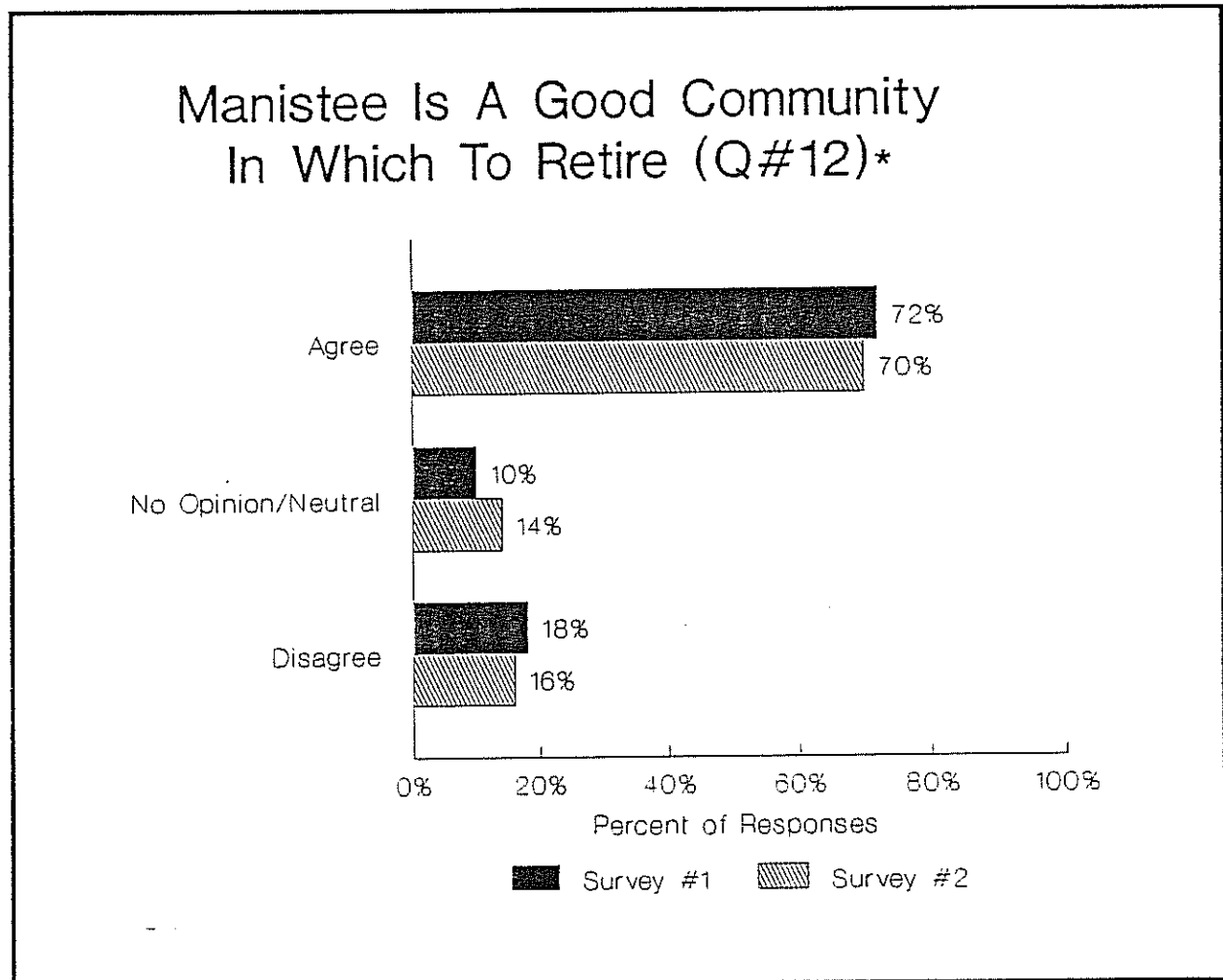
Figure 13



Location to Retire

A belief Manistee is a good place to retire exists on the part of a majority of the respondents to both surveys with a 70 percent approval rating (Figure 14). The normalized mean for Survey II is 1.36 equating to a position between weakly agree and agree.

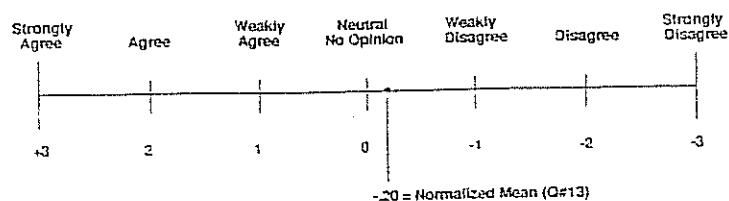
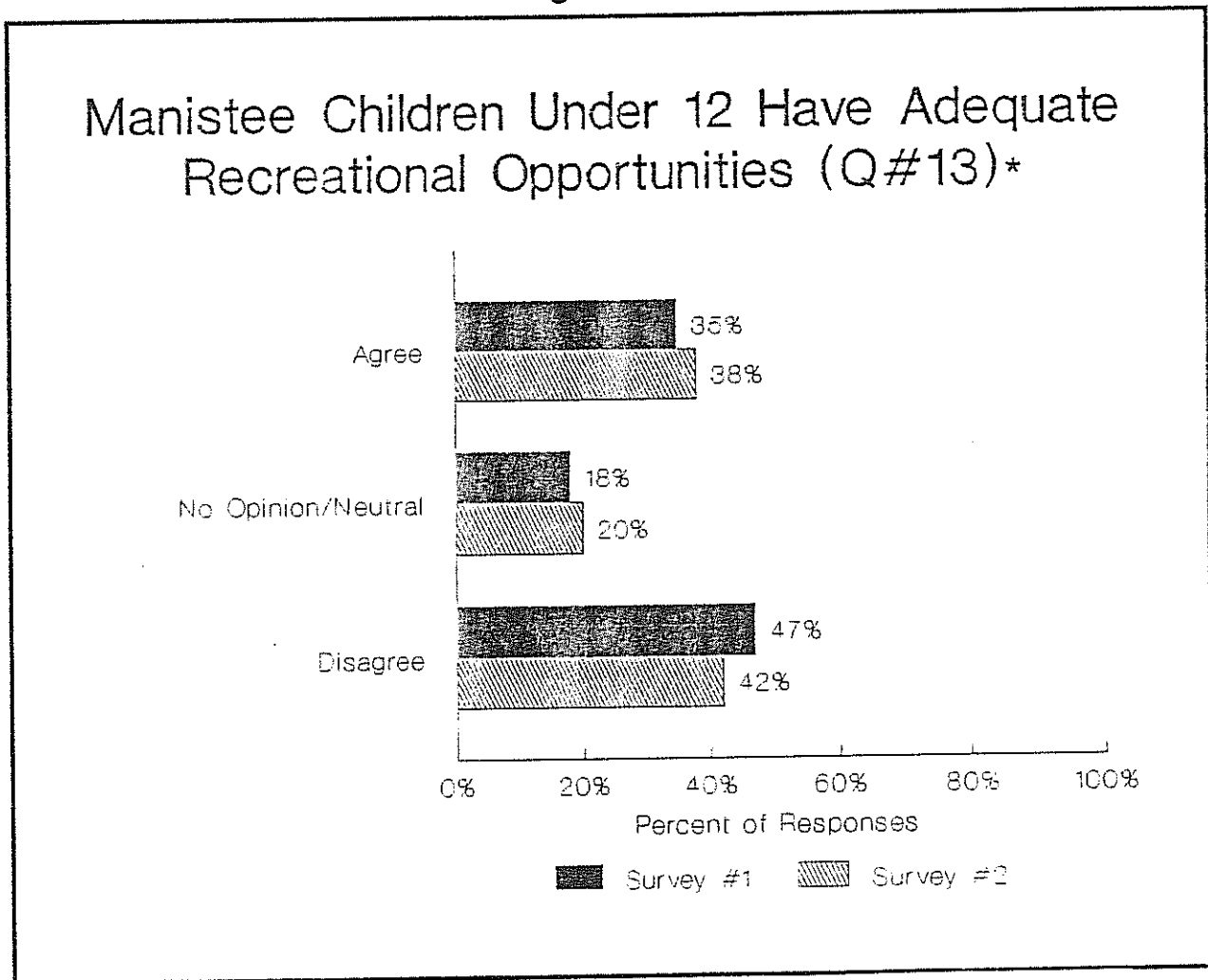
Figure 14



Recreational Opportunities - Youth

Although not statistically significant, a decline has occurred in the percentage of respondents indicating a negative opinion between Surveys I and II regarding the adequacy of recreational opportunities for children under 12 years of age (Figure 15). A corresponding increase has occurred in the percentage of respondents indicating either a positive or a neutral response. Possibly increased recreational opportunities for children 12 and under have developed in the intervening five years. It is important to note a large percentage of respondents still indicate recreational opportunities for children under 12 are inadequate. The normalized mean for Survey II is $-.20$ equating to a position between neutral and weakly disagree. The normalized mean for Survey I was $-.29$.

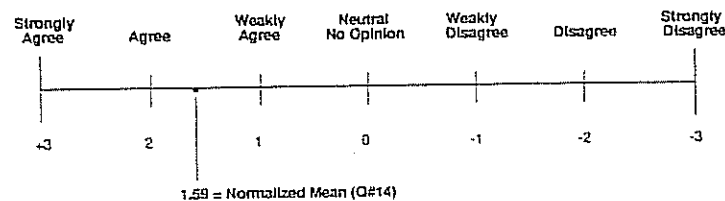
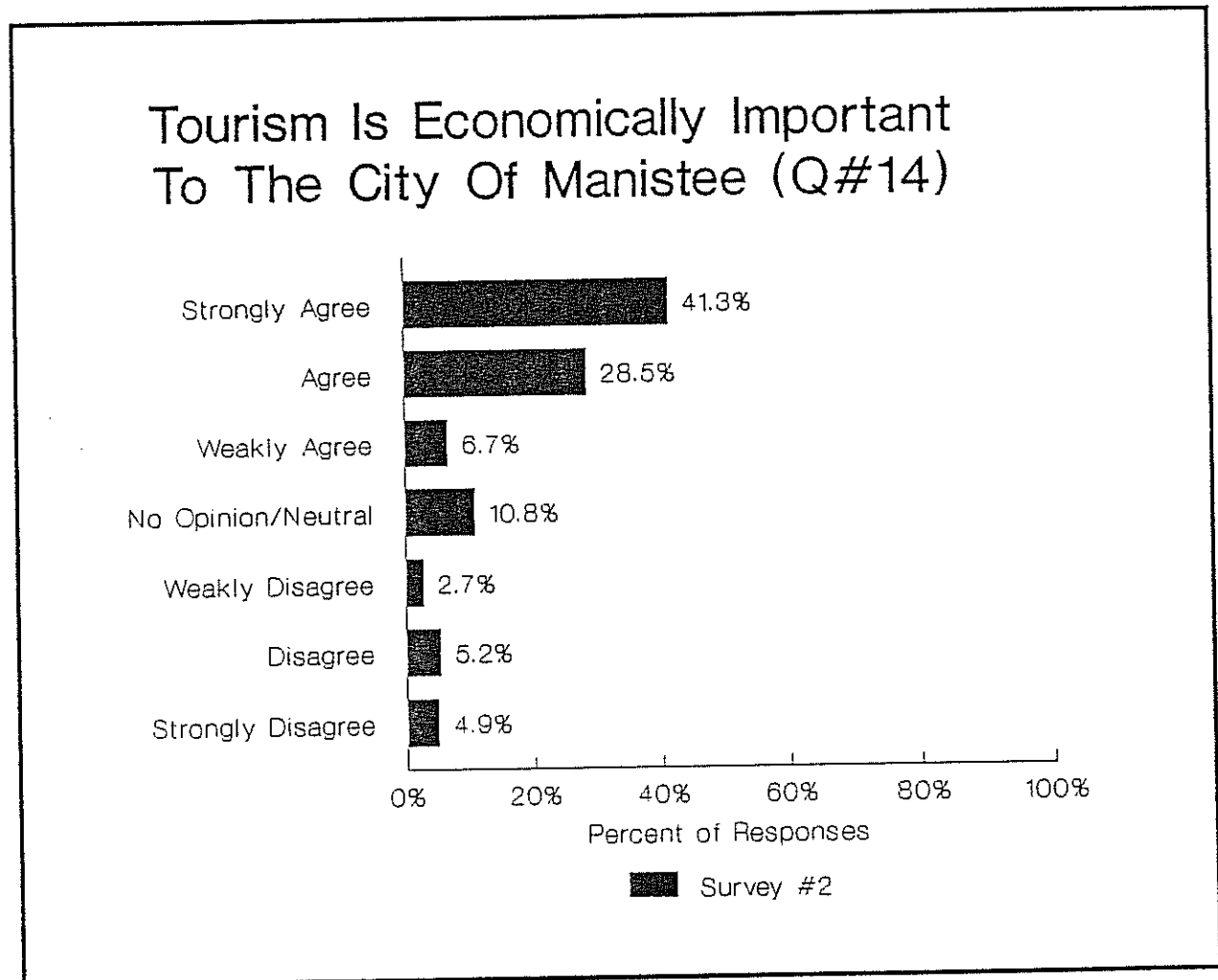
Figure 15



Importance of Tourism

Tourism was identified as economically important to the City of Manistee by over three-fourths of the respondents to Survey II (Figure 16). It appears a majority of the citizens are in agreement tourism should continue to be promoted as part of any economic development strategy for the city. The normalized mean for Survey II is 1.59 equating to a position between weakly agree and agree.

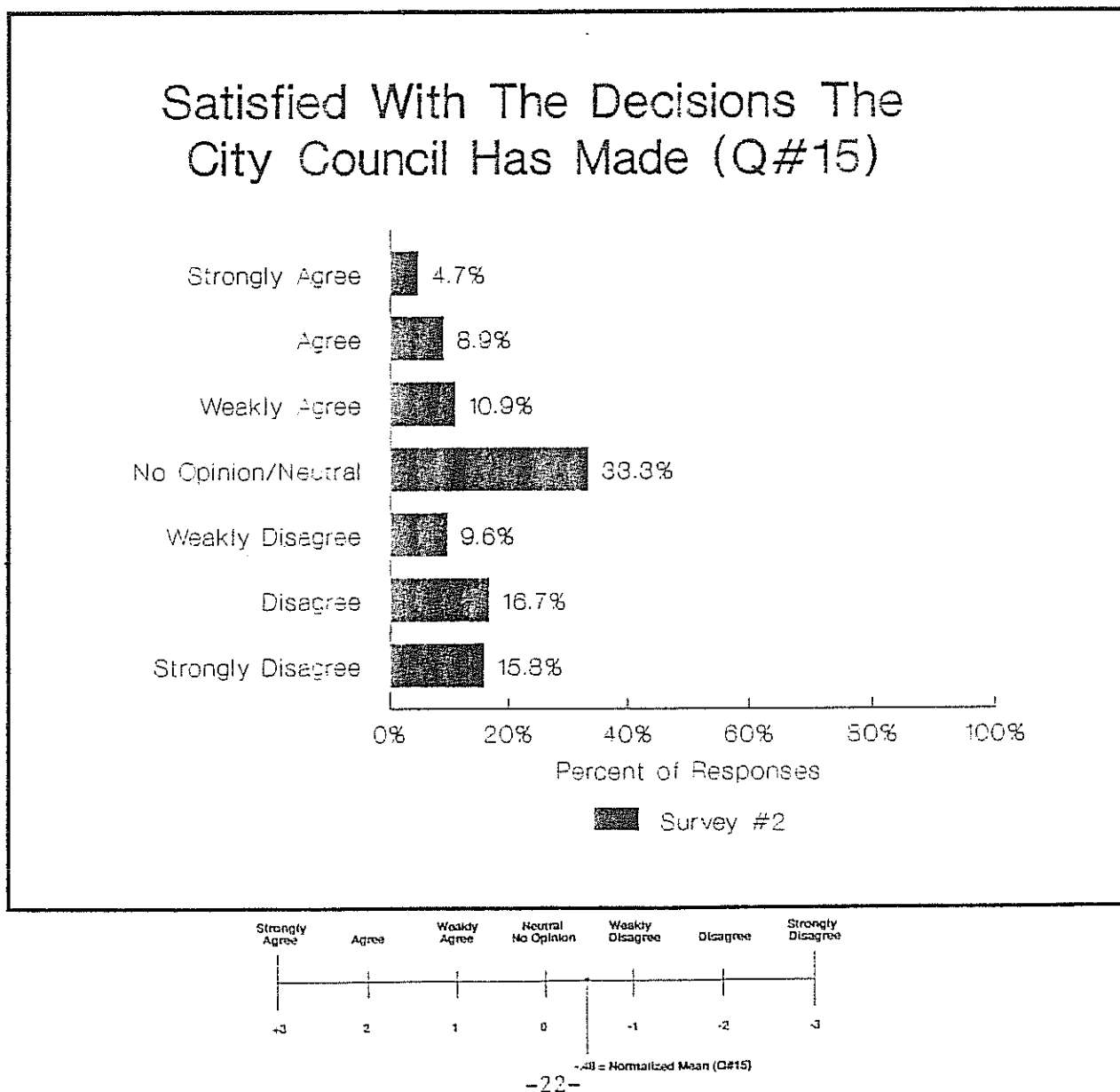
Figure 16



Decisions of the City Council

One-third of the respondents to Survey II were either neutral or had no opinion regarding the decisions made by the Manistee City Council (Figure 17). The largest group of respondents were those who were not satisfied with the decisions of city council with over 42 percent of the respondents. Less than one-fourth of the respondents indicated they were satisfied with the decisions made by the city council. A better understanding of the specific concerns of the citizens regarding city council decisions may prove beneficial to the city council. It's not uncommon for citizens in any community to form opinions of city council actions based on limited knowledge of the issues surrounding a decision. The normalized mean for Survey II is $-.48$ equating to a position between neutral and weakly disagree.

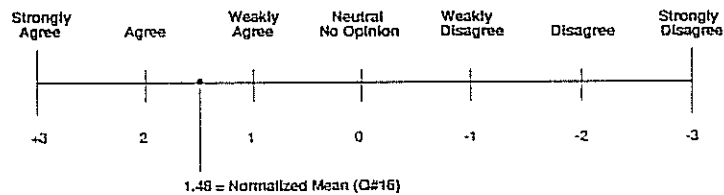
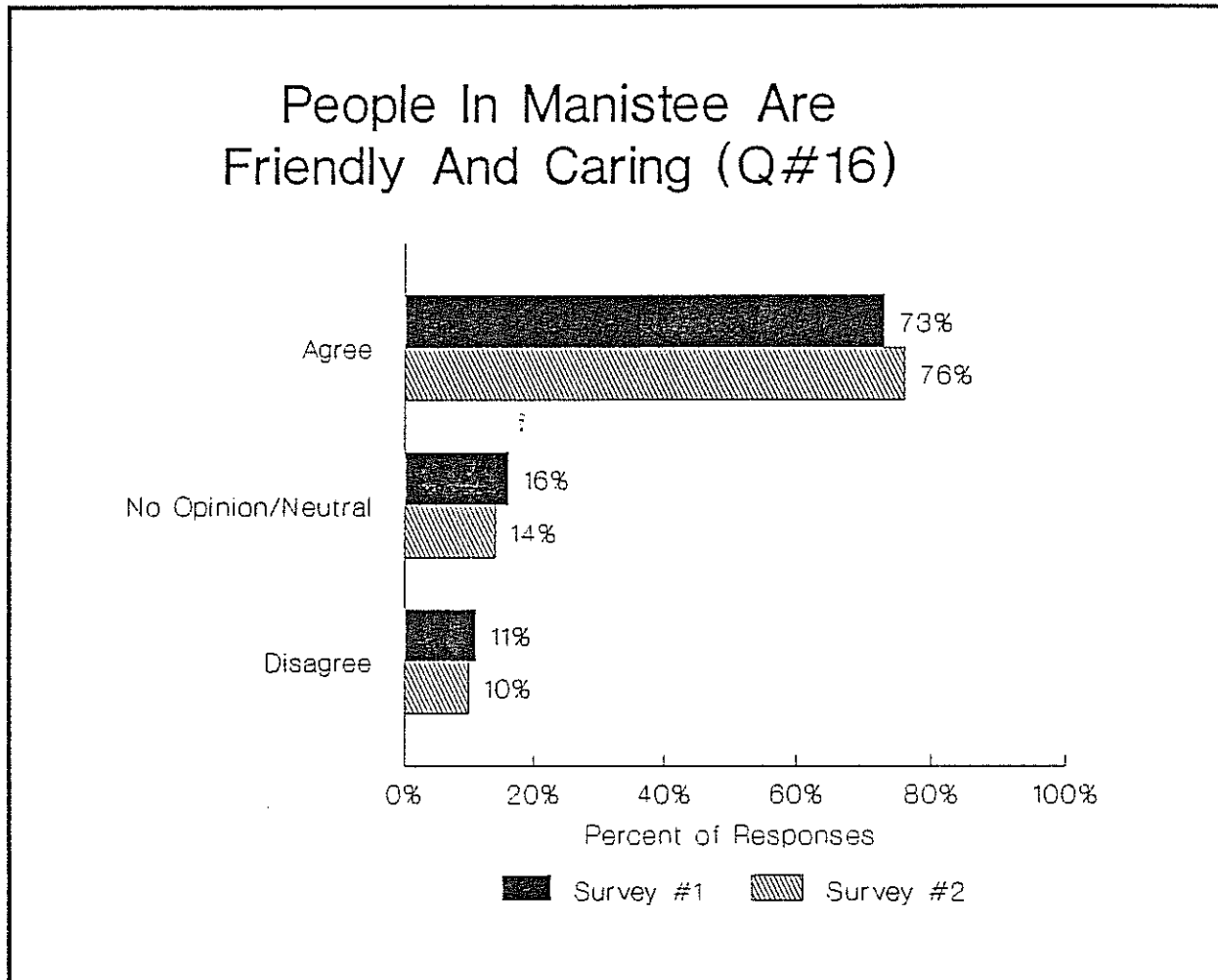
Figure 17



Friendly/Caring Citizens

Respondents to both surveys were consistent in their opinion people in Manistee are friendly and caring with approximately three-fourths of the respondents in both surveys indicating a positive response (Figure 18). The normalized mean for Survey II is 1.48 equating to a position between weakly agree and agree.

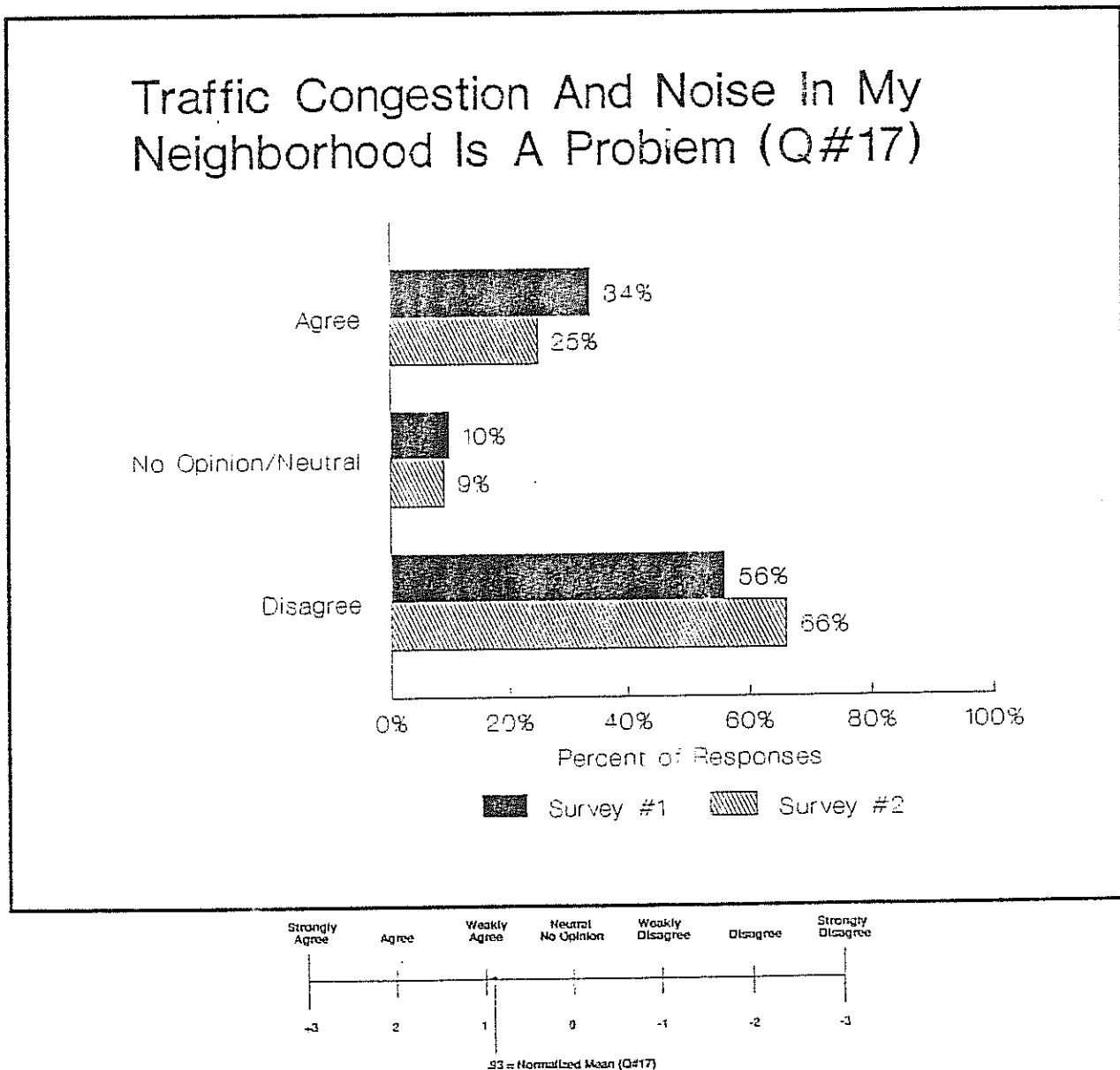
Figure 18



Noise and Traffic Congestion

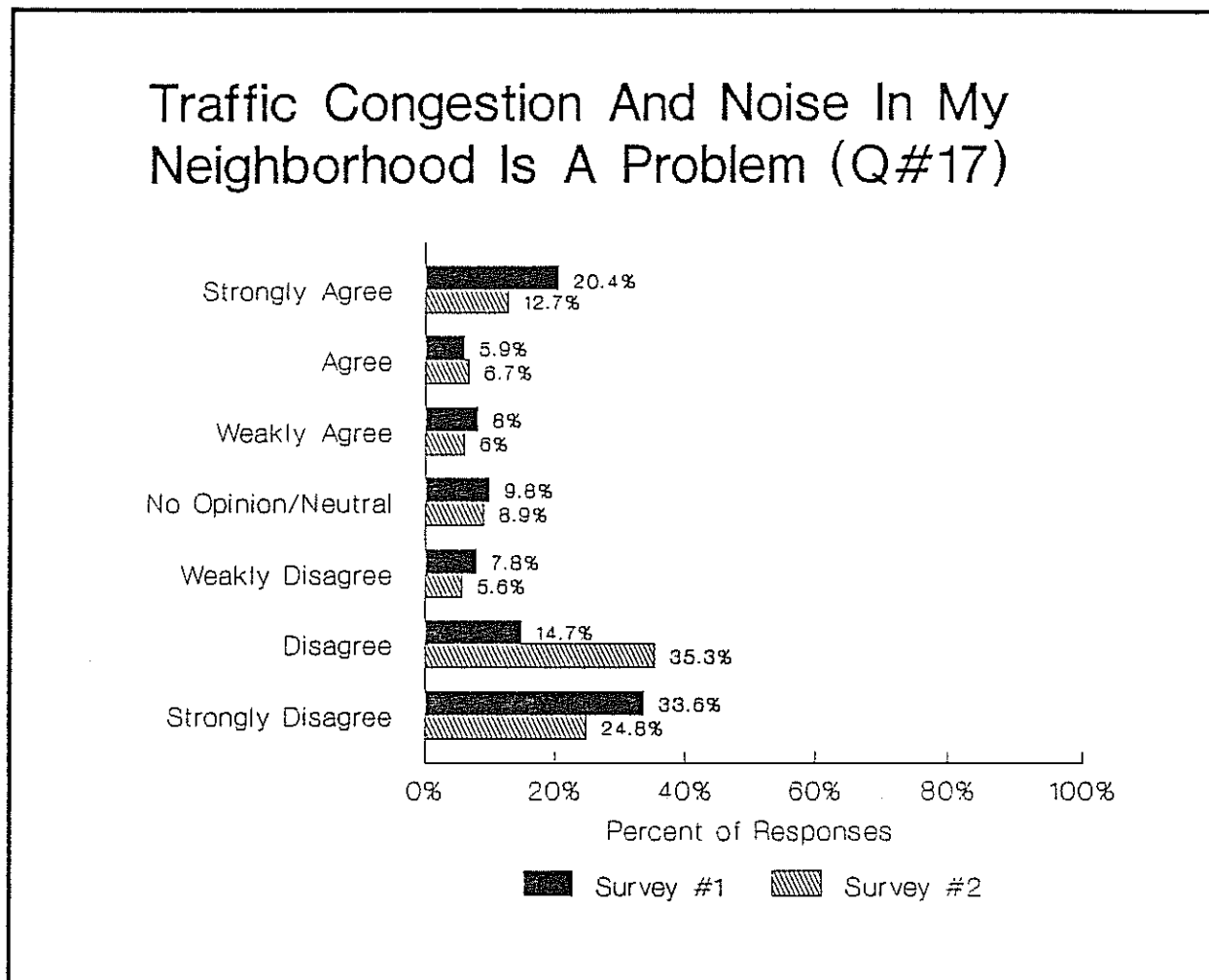
A statistically significant change occurred between Surveys I and II regarding the problem of noise and traffic congestion in the respondents' neighborhood. A significantly larger percentage of the respondents to Survey II indicated noise and traffic congestion was not a problem in their neighborhood compared to respondents in Survey I (Figure 19). The increase in the positive response in Survey II is proportional to a decline in the percentage of negative responses in Survey II. The indication may be changes have occurred in either traffic patterns, signals, or noise generating activities to reduce the significance of traffic congestion and noise as a problem. The normalized mean for Survey II is .93 equating to a position of weakly agree. The normalized mean for Survey I was .57.

Figure 19



A statistically significant difference also occurred in the breadth of the distribution of responses between Surveys I and II. A narrowing of the distribution occurred in Survey II as evidenced by a movement from the two polar responses of Strongly Disagree and Strongly Agree to Disagree (Figure 20). It indicates greater consensus and less diversity of opinion among respondents to Survey II.

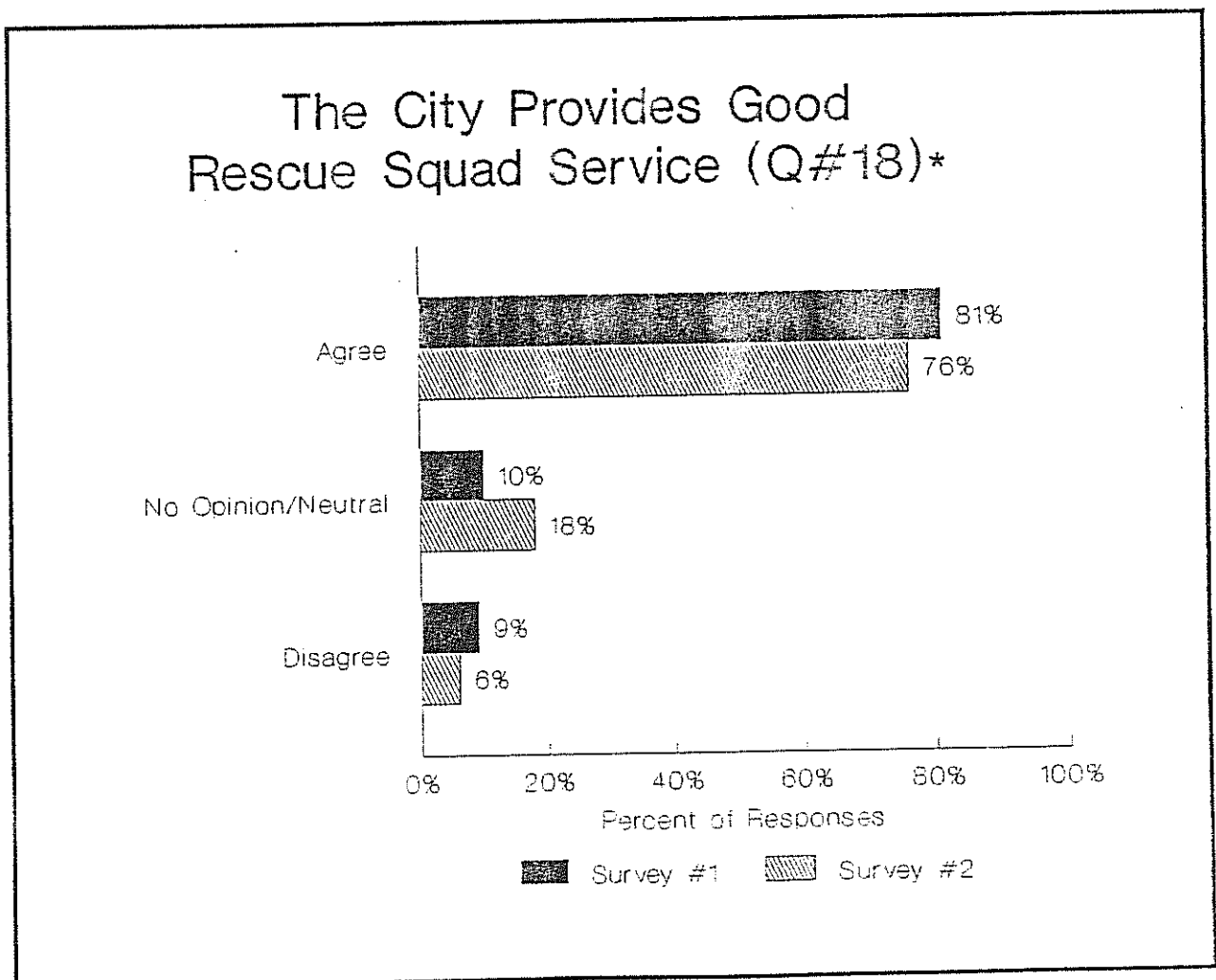
Figure 20



Rescue Squad Service

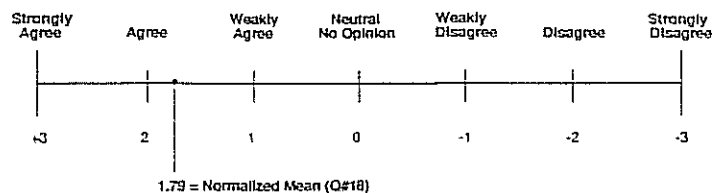
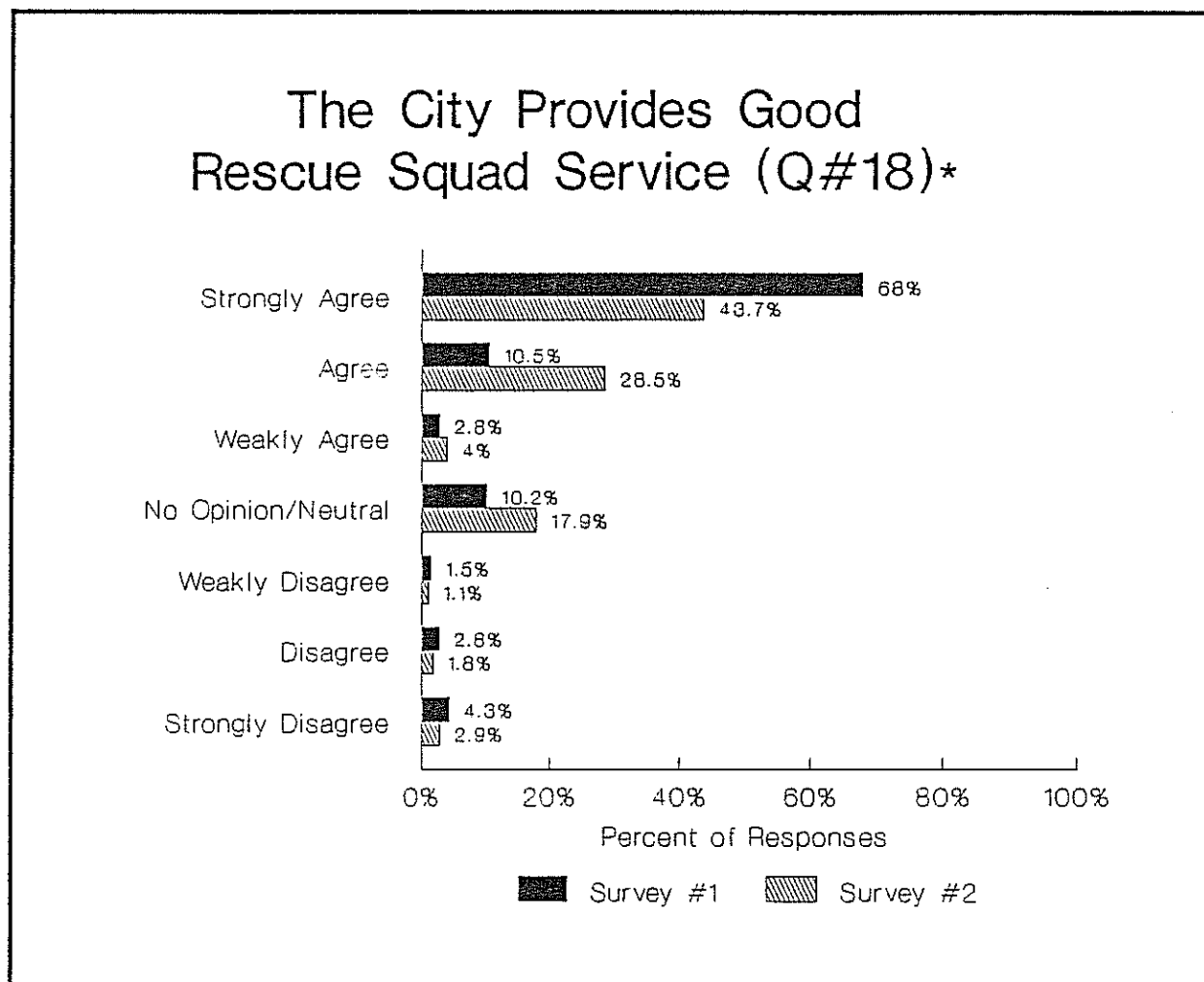
A statistically significant decline has occurred in the respondents perception of the quality of rescue squad service between Surveys I and II (Figures 21 and 22). A possible reason may be the reduction in county law enforcement services. The county is tied into rescue squad services including water related rescues. It's possible many of the respondents to Survey II have not had to use the services since one-fifth of the respondents to Survey II indicated a neutral or no opinion response. The increase in the percentage of neutral or no opinion responses is proportional to the percentage decline in the positive and negative responses from Survey I to Survey II. A high level of satisfaction with rescue services seems to exist on the part of respondents to both surveys, particularly since an increase in the percentage of negative responses did not occur in Survey II.

Figure 21



A statistically significant difference also exists in the breadth of the distribution between Surveys I and II regarding rescue squad services (Figure 22). A narrowing of the distribution of responses has occurred in Survey II. A comparison of means from both surveys indicates a movement from a position of agree towards weakly agree. The normalized mean for Survey II is 1.79 equating to a position between agree and weakly agree. The normalized mean for Survey I was 2.08.

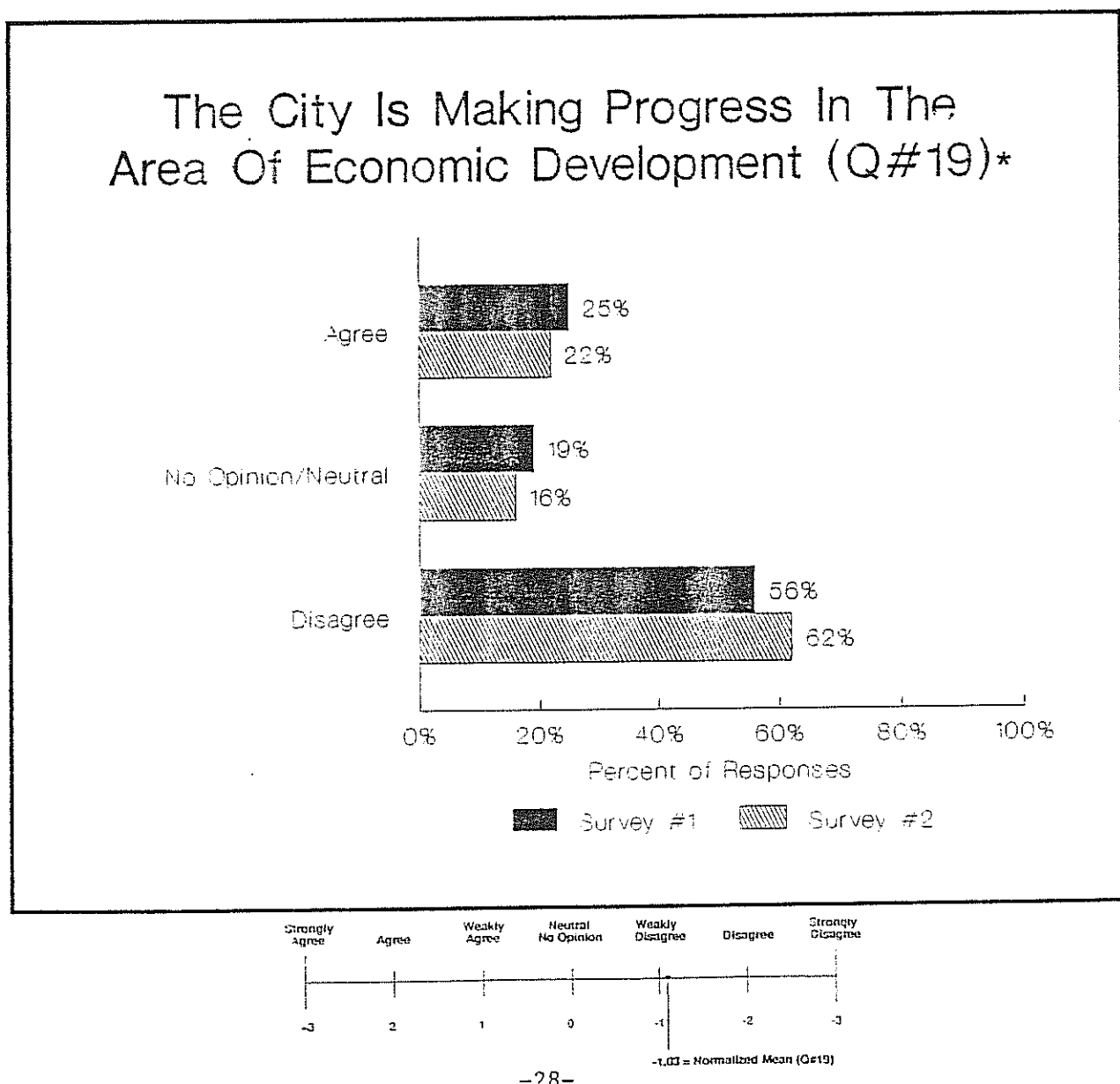
Figure 22



Economic Development Efforts

Although not statistically significant, an increase in the percentage of respondents expressing opinions they do not believe the city is making progress in the area of economic development is observed in Survey II (Figure 23). A majority of the respondents in both surveys indicated the rate of progress of economic development in the city was below their expectations. Possible reasons for the low opinion may be the expectations of the respondents may be high, economic development accomplishments may not be reported widely or economic development efforts may be insufficient. The City of Manistee may want to examine their current economic development efforts in terms of their strategy and dedication of resources. The normalized mean for Survey II is -1.03 equating to a position of weakly disagree. The normalized mean in Survey I was -.80.

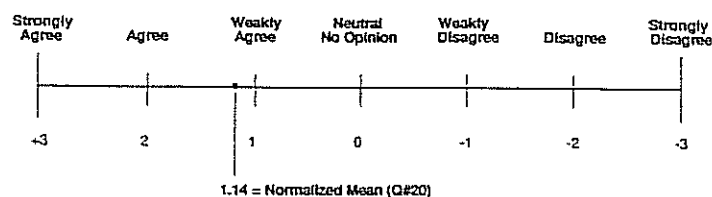
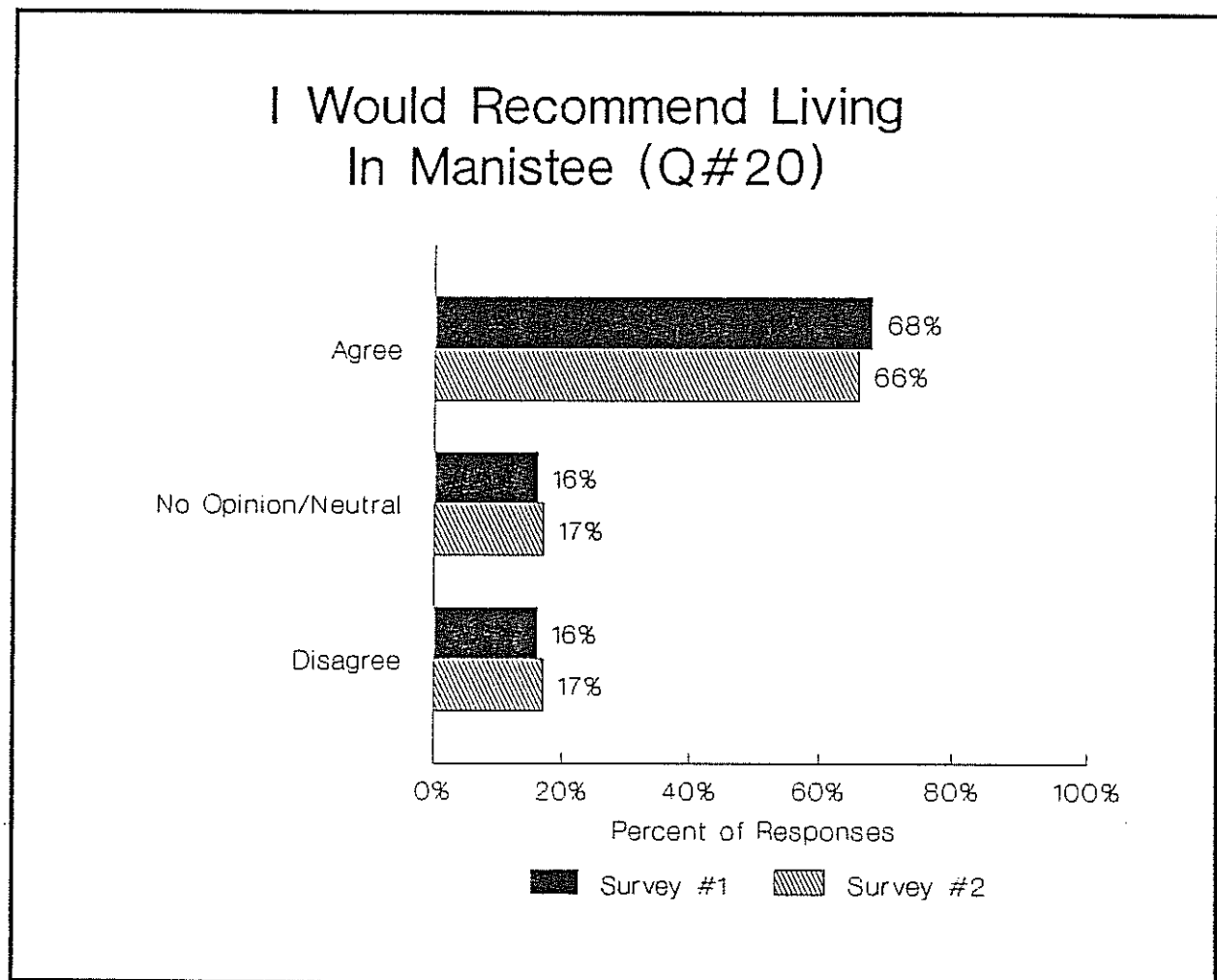
Figure 23



Place to Live

Respondents to Surveys I and II had similar opinions of Manistee as a place to live with two-thirds of the respondents in both surveys indicating a favorable opinion (Figure 24). It indicates Manistee is a desirable place to live. The normalized mean for Survey II is 1.14 equating to a position between weakly agree and agree.

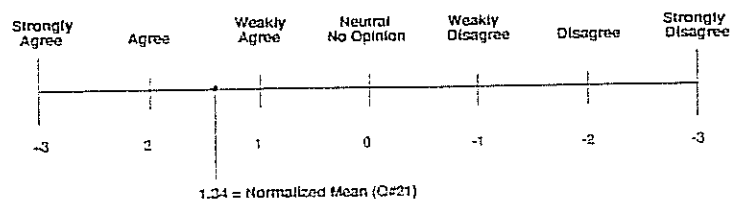
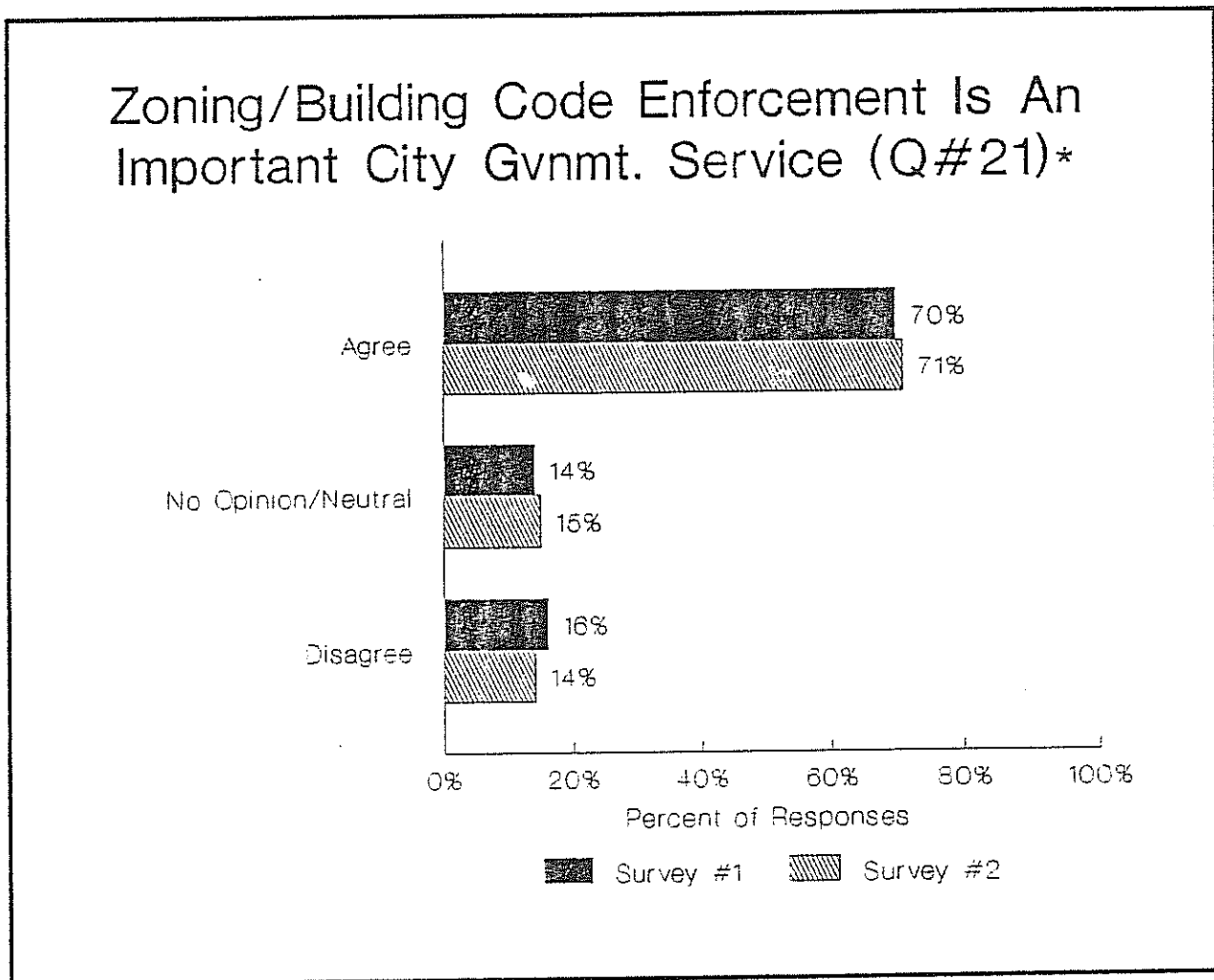
Figure 24



Zoning/Building Code Enforcement

Respondents to Surveys I and II were consistent in their opinion zoning, housing and building code enforcement is an important city government service with over two-thirds of them expressing a positive opinion (Figure 25). It appears a majority of the citizens recognize the importance of controlling development in the city. The normalized mean for Survey II is 1.34 equating to a position between weakly agree and agree.

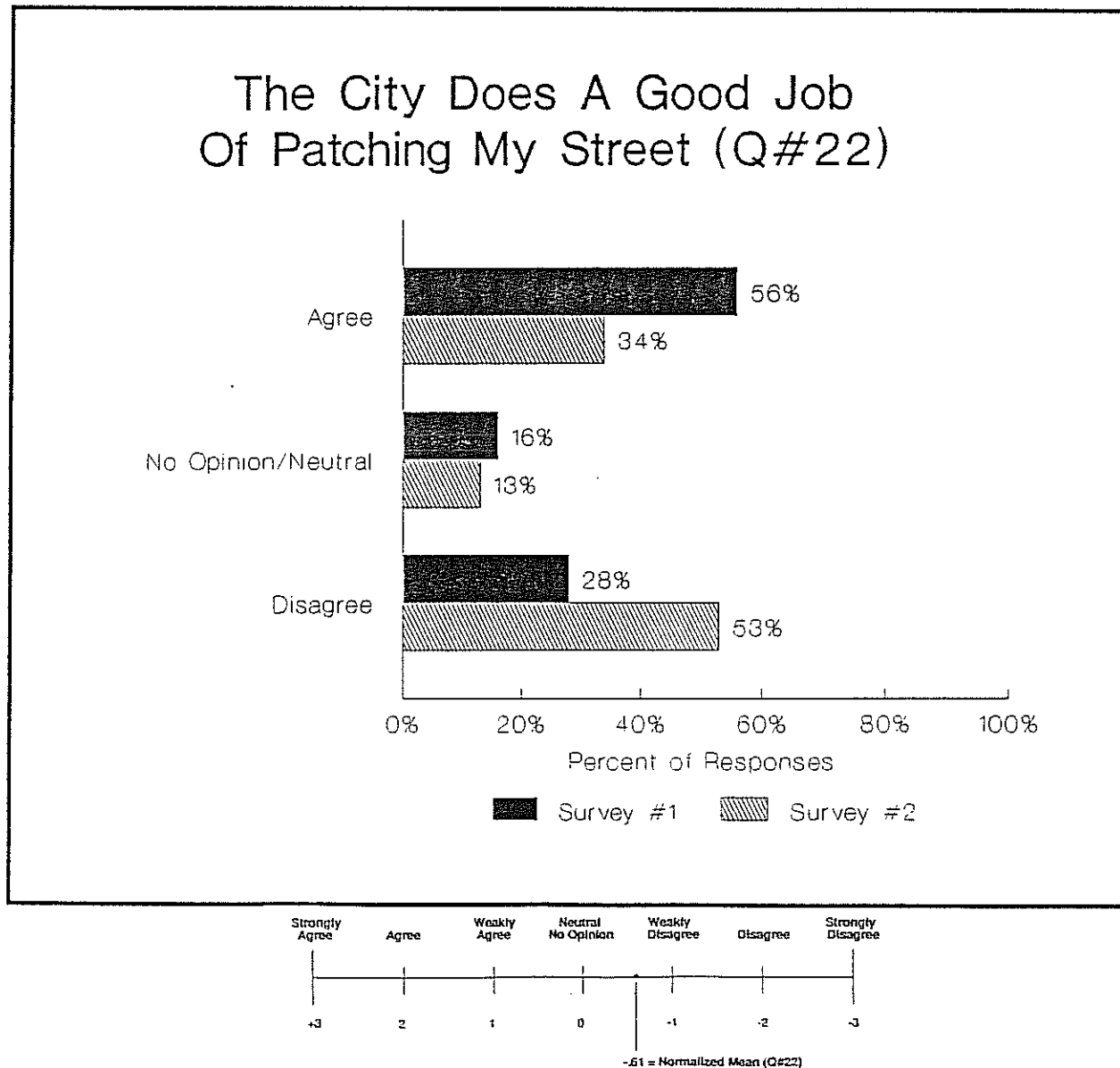
Figure 25



Patching Streets

A statistically significant increase occurred in the percentage of respondents in Survey II who are dissatisfied with the city's effort at patching their street compared to Survey I respondents. The percentage of dissatisfied responses in Survey II almost doubled the percentage of dissatisfied responses in Survey I (Figure 26). A concurrent drop occurred in the percentage of respondents in Survey II who are satisfied with the patching of their street compared to Survey I. The normalized mean for Survey II is $-.61$ equating to a position between neutral and weakly disagree. The normalized mean for Survey I was $.57$. It may be necessary for the city to take a look at the condition of its streets. It is noted the survey preceded an extensive street repair effort in the spring, 1993.

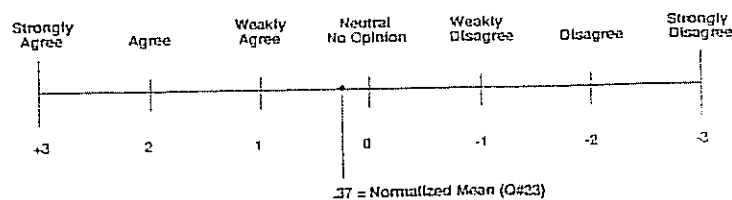
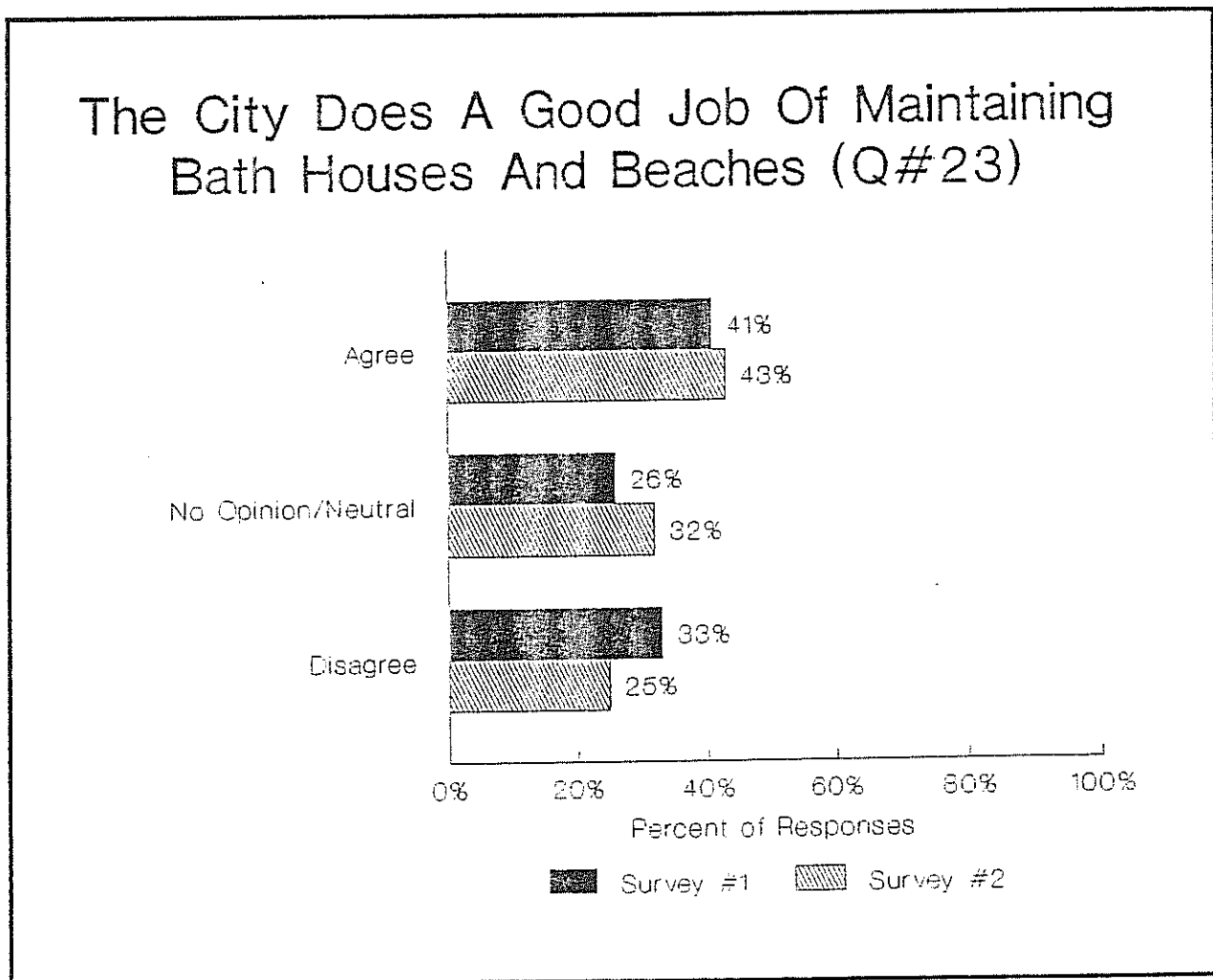
Figure 26



Maintaining Bath Houses/Beaches

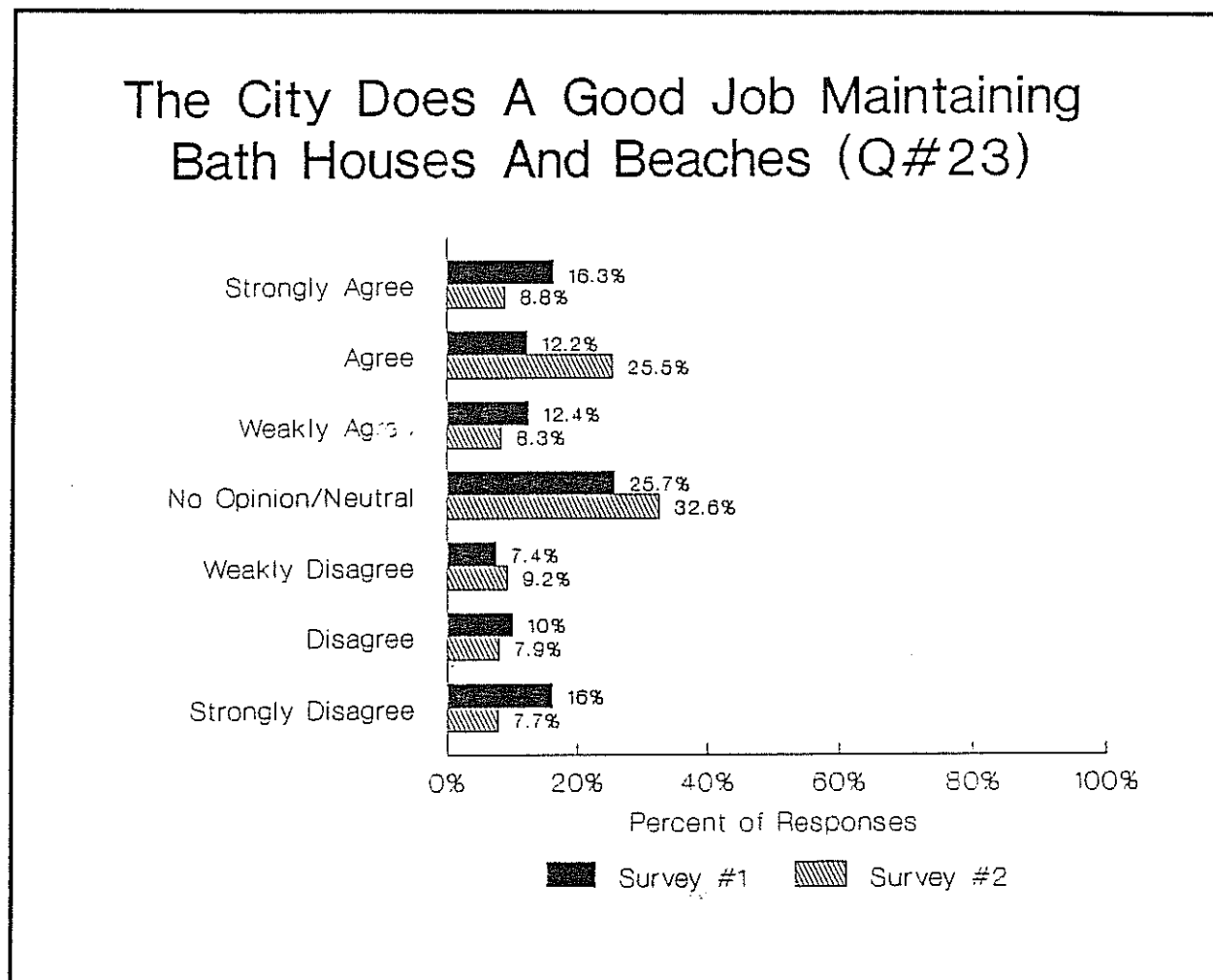
A statistically significant change has occurred between Surveys I and II regarding the maintenance of bath houses and beaches by the City of Manistee. A significant decline in the percentage of negative responses and a concurrent increase in the percentage of neutral and positive responses has occurred between Surveys I and II (Figures 27 and 28). The normalized mean for Survey II is .37 equating to a position between neutral and weakly agree. The normalized mean for Survey I was .10. The indication is improvements have been made in the last five years to the bath houses and beaches in Manistee.

Figure 27



An analysis of the breadth of the distribution of the responses shows a statistically significant narrowing of the distribution in Survey II towards a position of weak agreement (Figure 28).

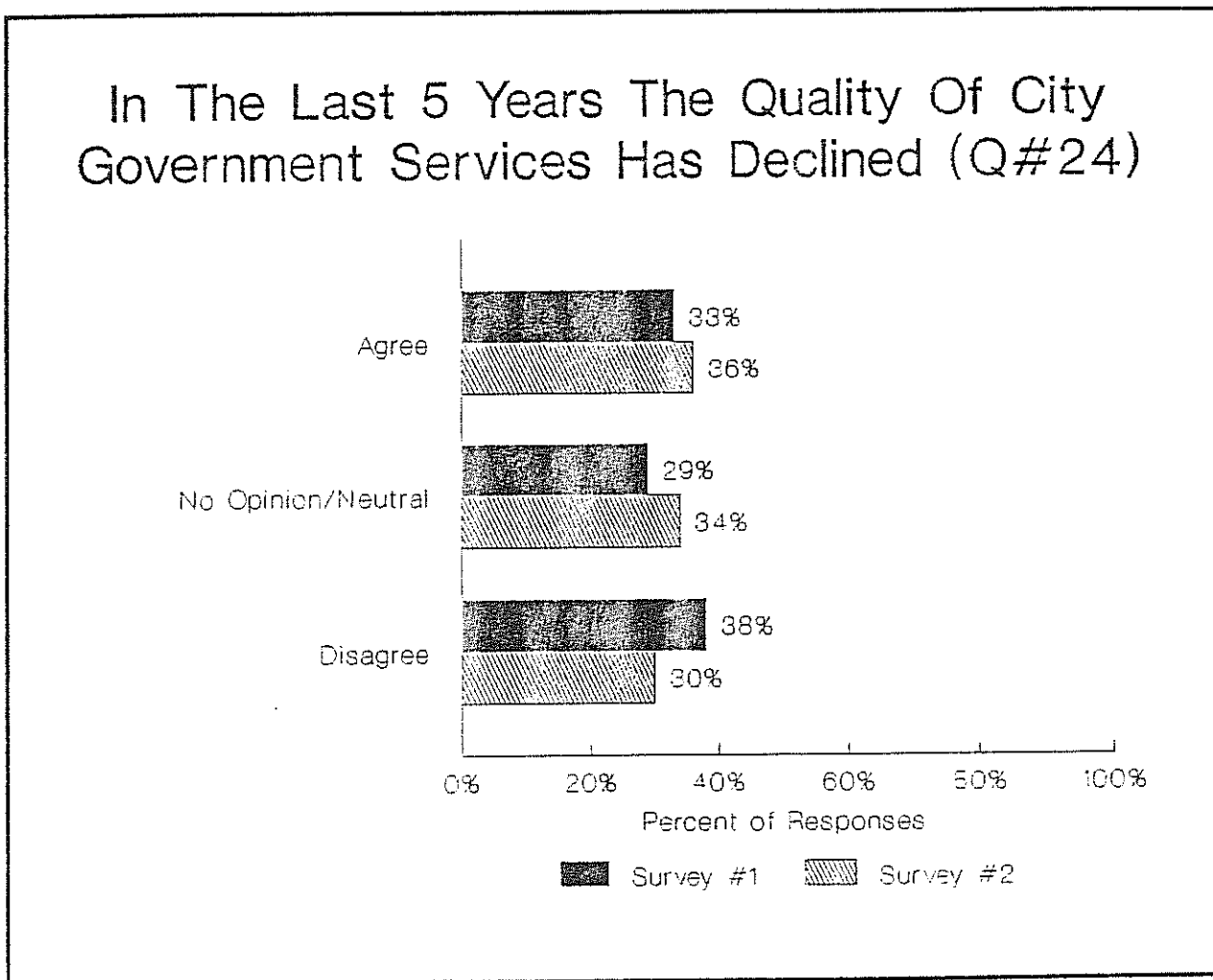
Figure 28



Quality of City Services

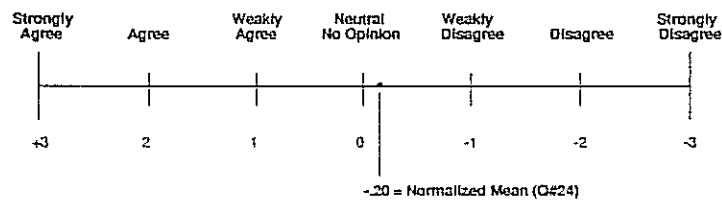
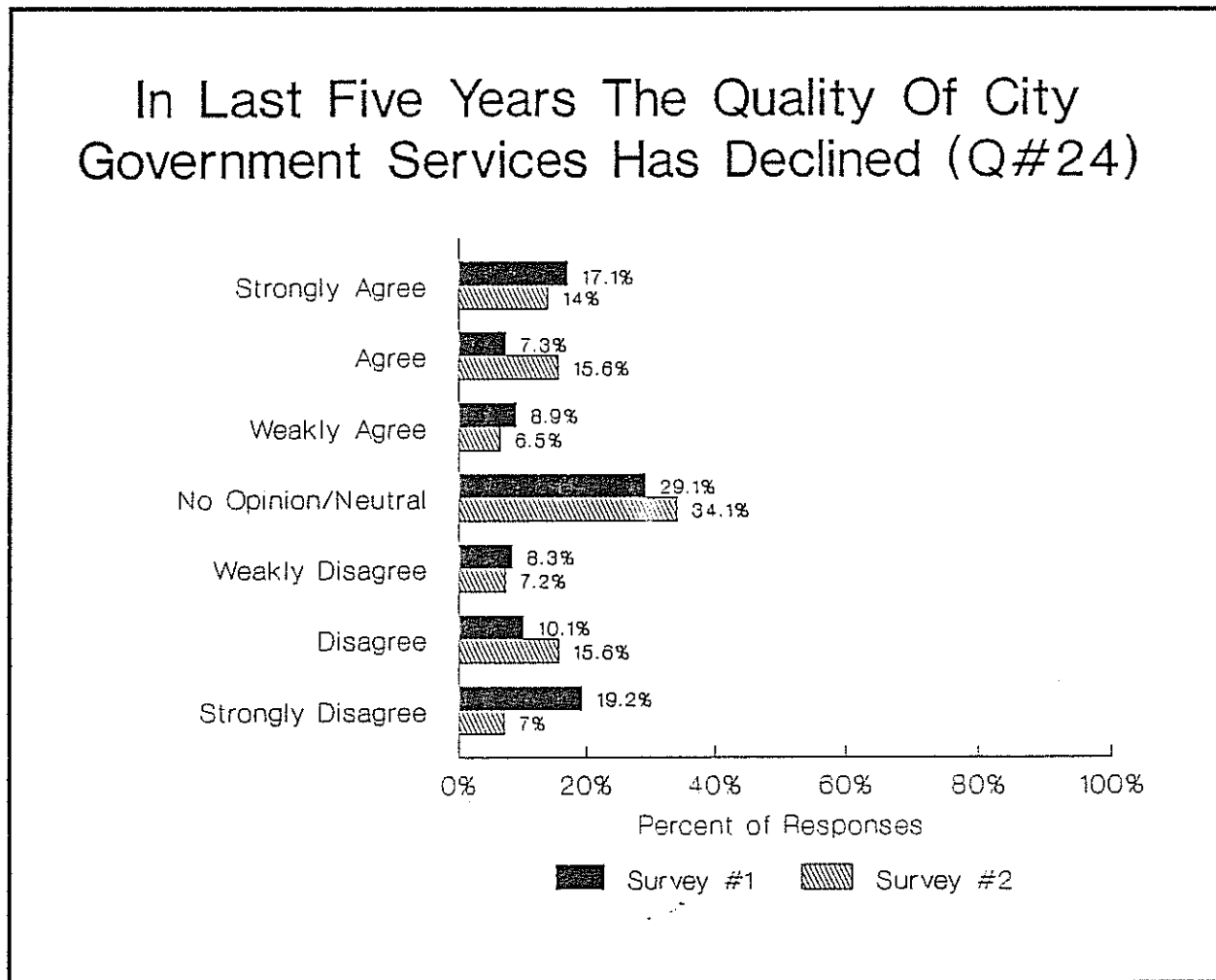
A statistically significant difference exists in the perceptions of respondents between Surveys I and II regarding the overall quality of city government services. A significant increase occurred in the percentage of respondents to Survey II compared to Survey I indicating the overall quality of city government services has declined (Figures 29 and 30). Responses to other questions on the survey regarding the quality of specific city services tend to indicate a similar opinion.

Figure 29



A statistically significant narrowing of the distribution of the responses has also occurred in Survey II. The normalized mean for Survey II is -.20 equating to a position between neutral and weakly disagree. The normalized mean for Survey I was .11.

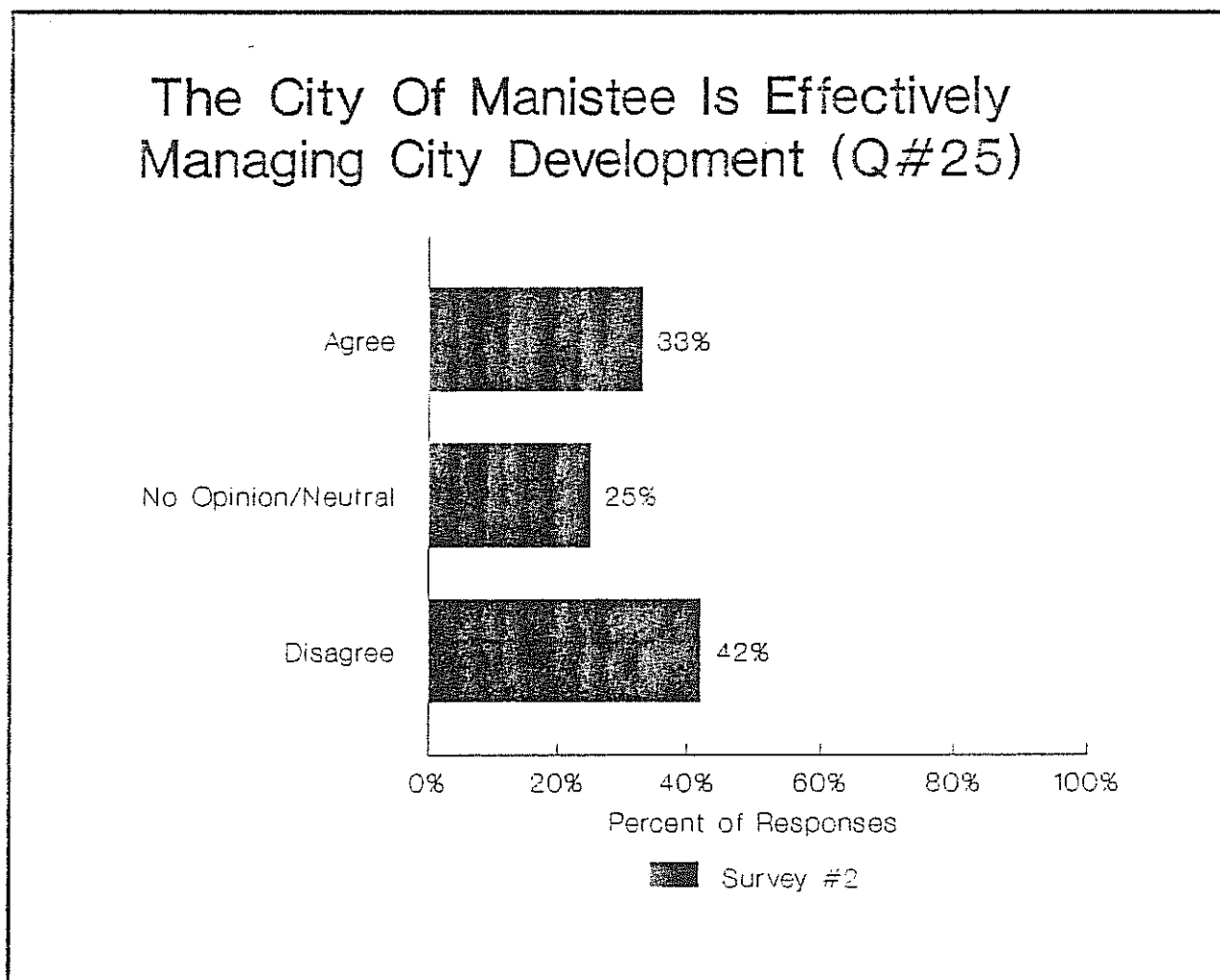
Figure 30



City Development

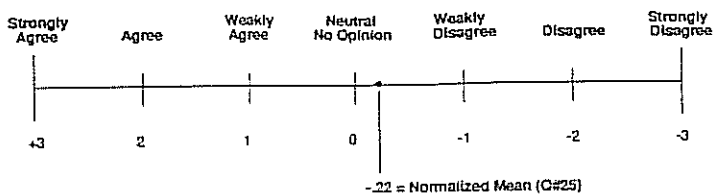
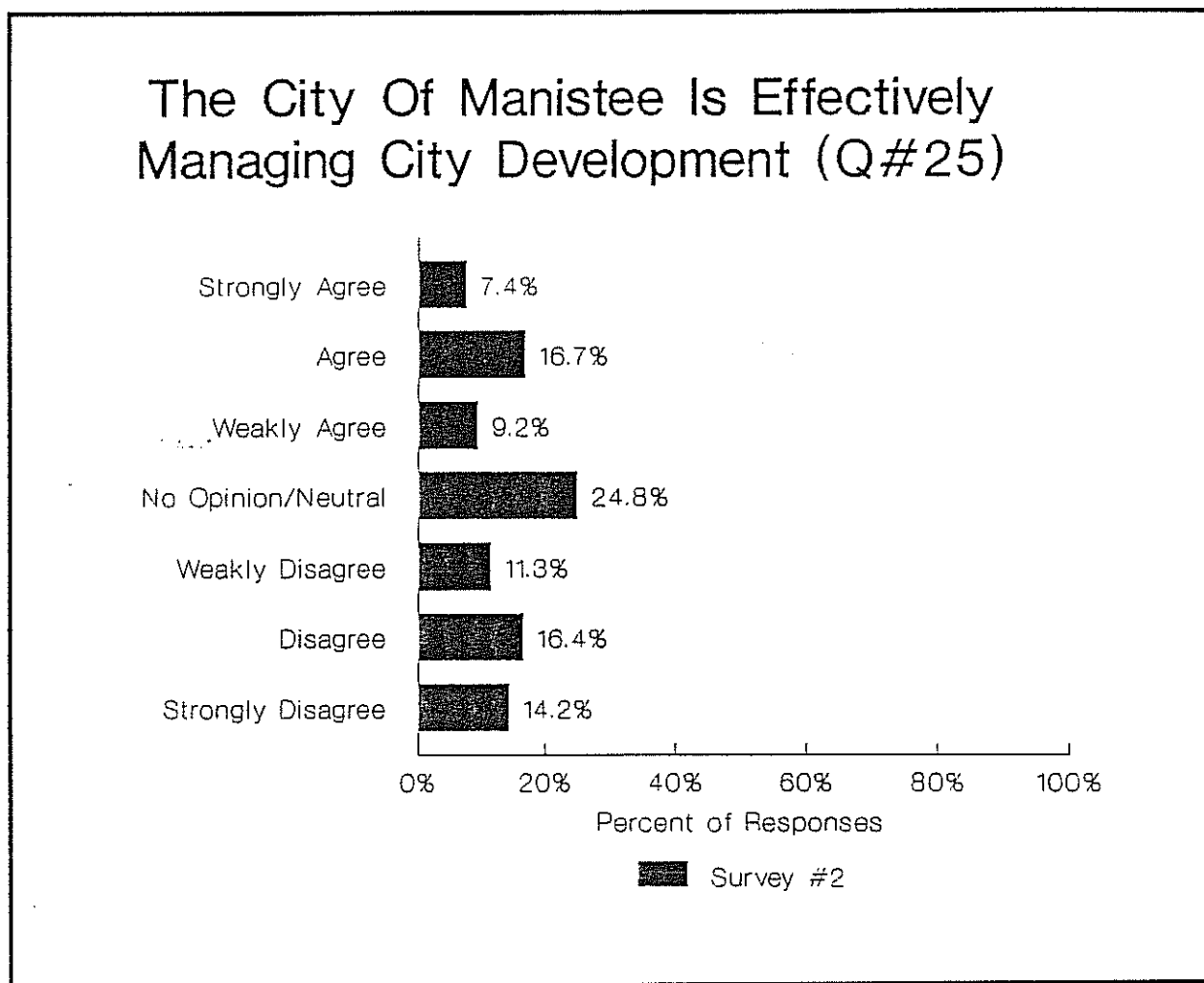
This question was not specifically asked in Survey I. The question in Survey I most closely resembling this question was Q19 regarding economic development efforts. A similar pattern of dissatisfaction with how the city is managing economic development in Q19 is exhibited in the responses to Q25 (Figures 31 and 32). The average response to Q25 for all respondents was slightly negative. The city may wish to consider reviewing their development plans and communicating those plans to the citizens through the media or a public forum.

Figure 31



The normalized mean for Survey II is -.22 equating to a situation between neutral and weakly disagree.

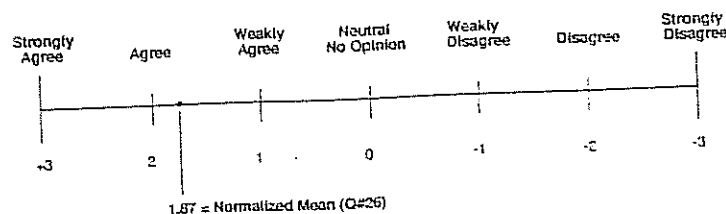
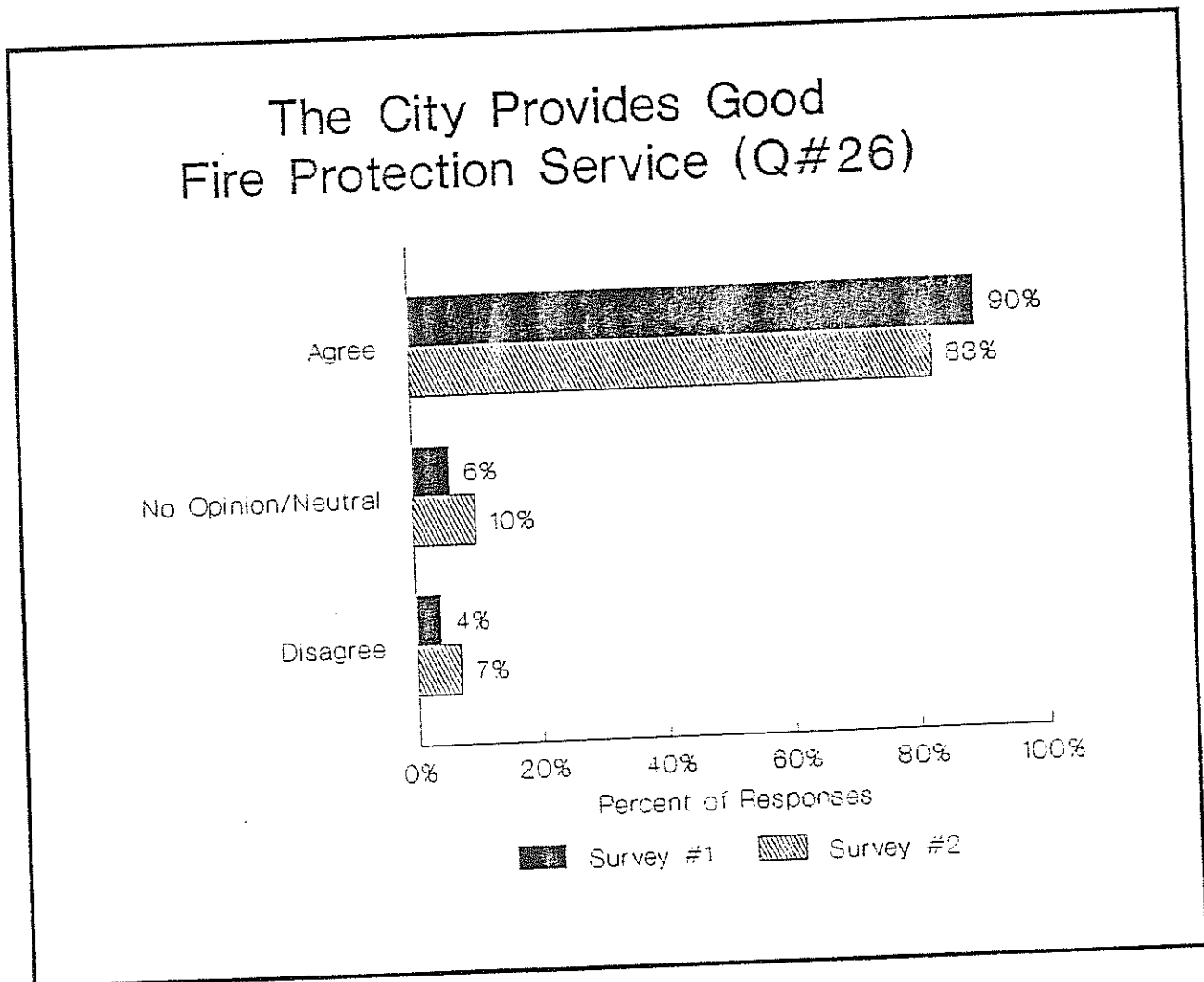
Figure 32



Fire Protection

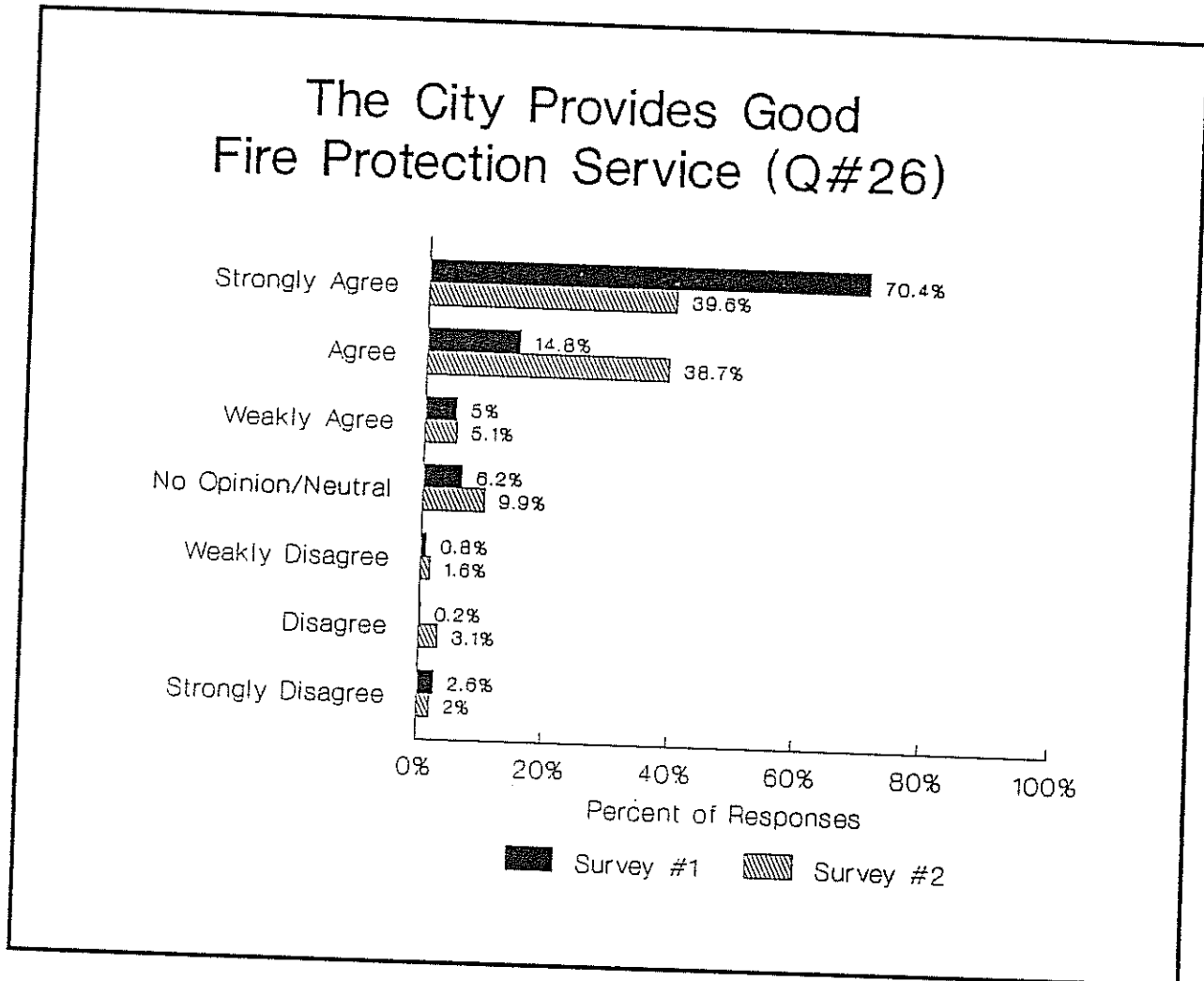
A statistically significant change has occurred between the responses to Surveys I and II regarding the quality of fire protection. A significant decline in the perception of the quality of the service is evident in Survey II when compared to Survey I (Figures 33 and 34). The normalized mean for Survey II is 1.87 equating to a position between weakly agree and agree. The normalized mean for Survey I was 2.37. Although a majority of respondents to Survey II give the quality of fire protection a good rating the city may wish to review its current fire protection services.

Figure 33



A statistically significant expansion in the breadth of the distribution of responses occurred in Survey II. A movement from a position of agreement with the quality of fire protection has shifted towards a more dispersed pattern of responses centered around a weaker agreement with the quality of the service (Figure 34).

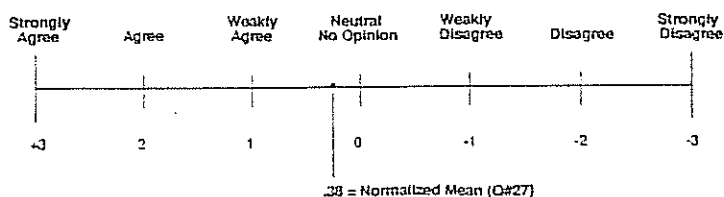
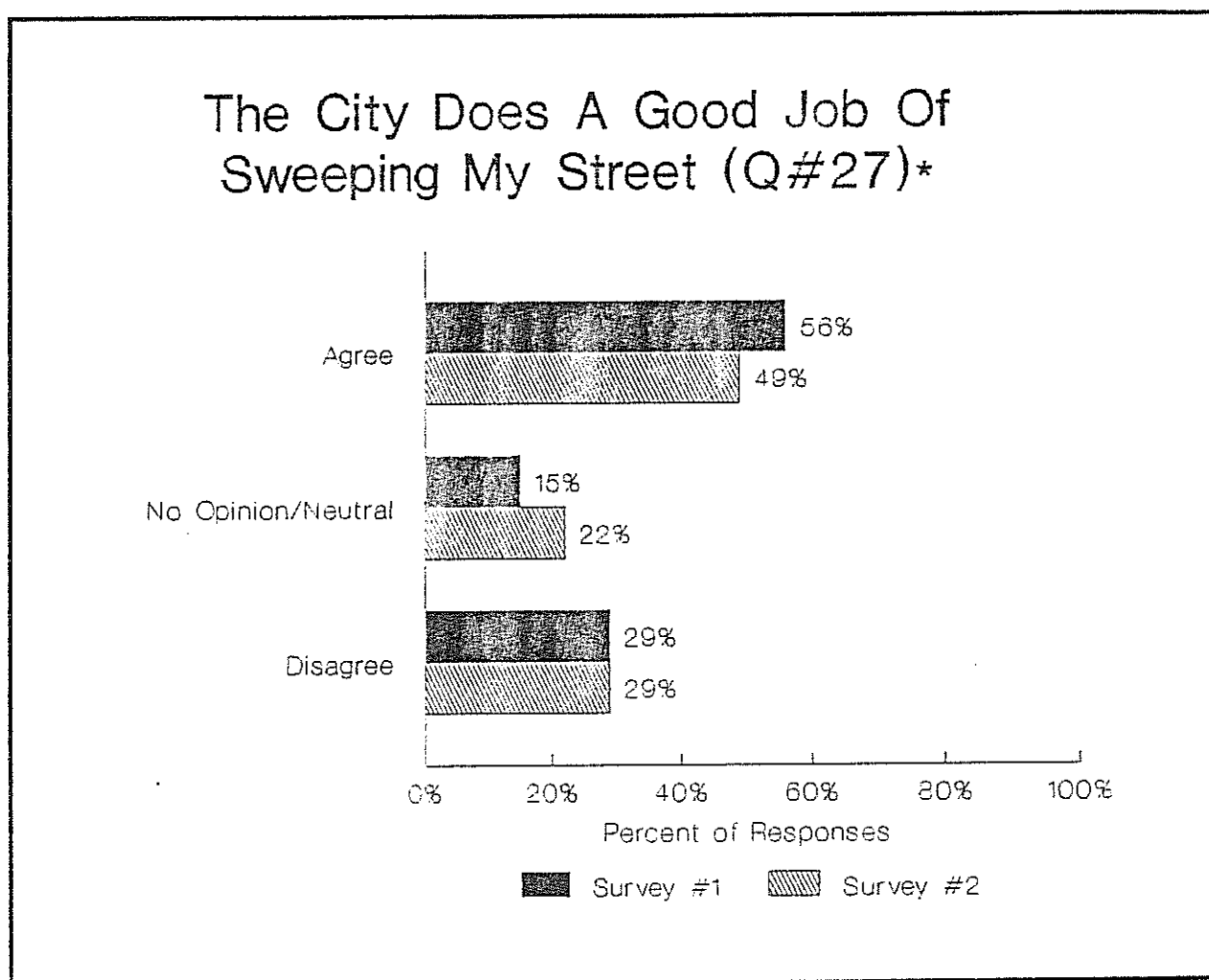
Figure 34



Street Sweeping

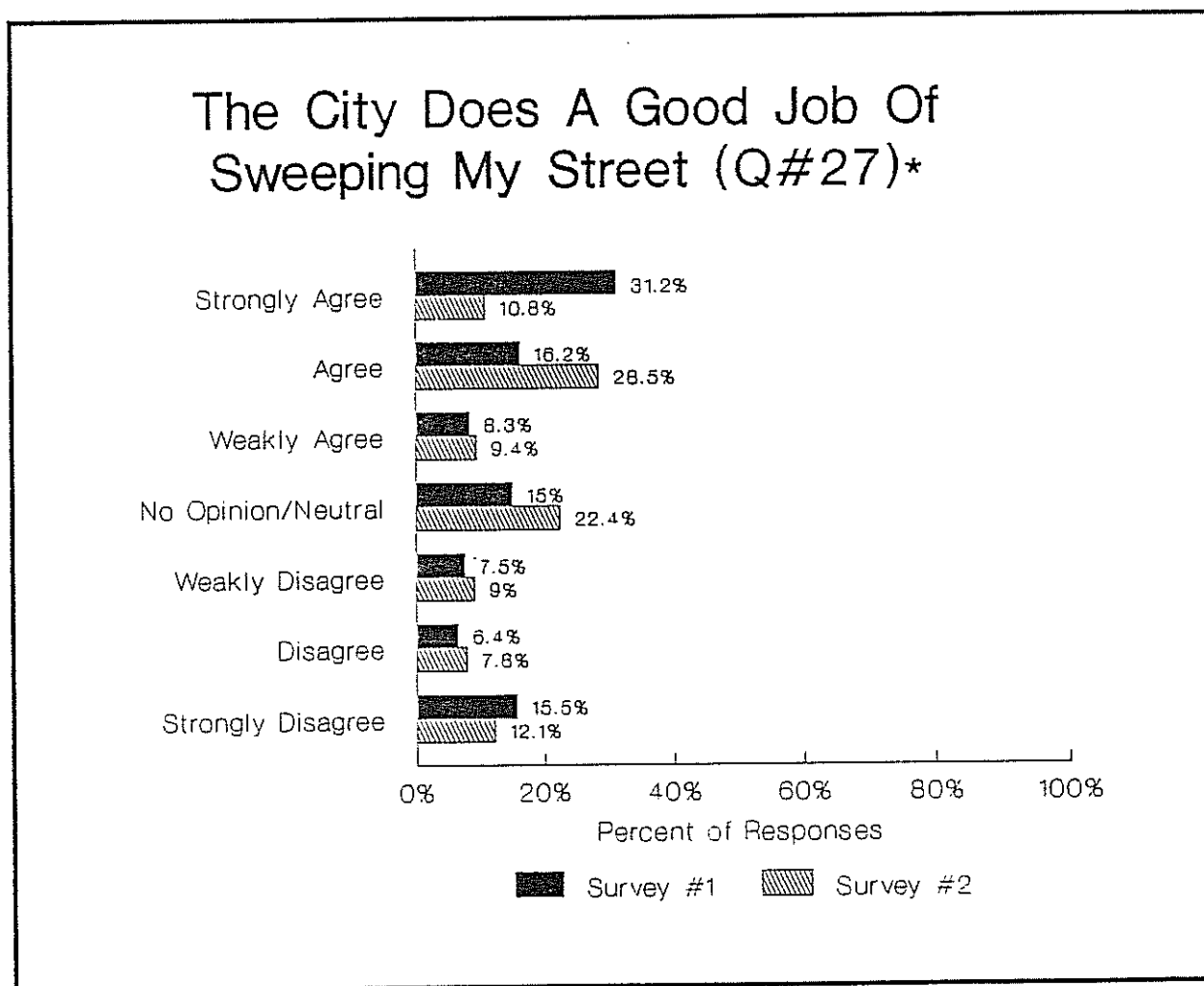
A statistically significant difference exists in the responses to the quality of street sweeping between Surveys I and II (Figures 35 and 36). A slight but significant decline has occurred in the perception of the respondents to Survey II compared to Survey I as measured by the difference of their means. The normalized mean for Survey II is .38 equating to a position between neutral and weakly agree. The normalized mean for Survey I was .67.

Figure 35



A statistically significant difference has occurred in the breadth of the distribution of responses between Survey I and Survey II. The distribution of responses is more dispersed in Survey II than in Survey I (Figure 36). The average response for all responses to Survey II has shifted from a weak agreement position in Survey I towards a neutral opinion of the service. The city may wish to review their current efforts and policy regarding street sweeping.

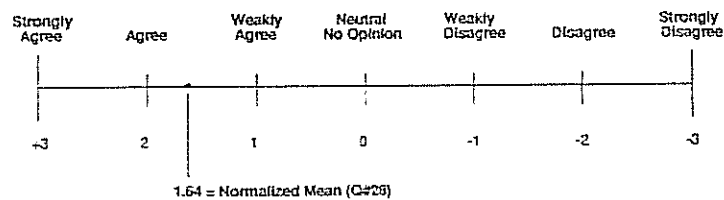
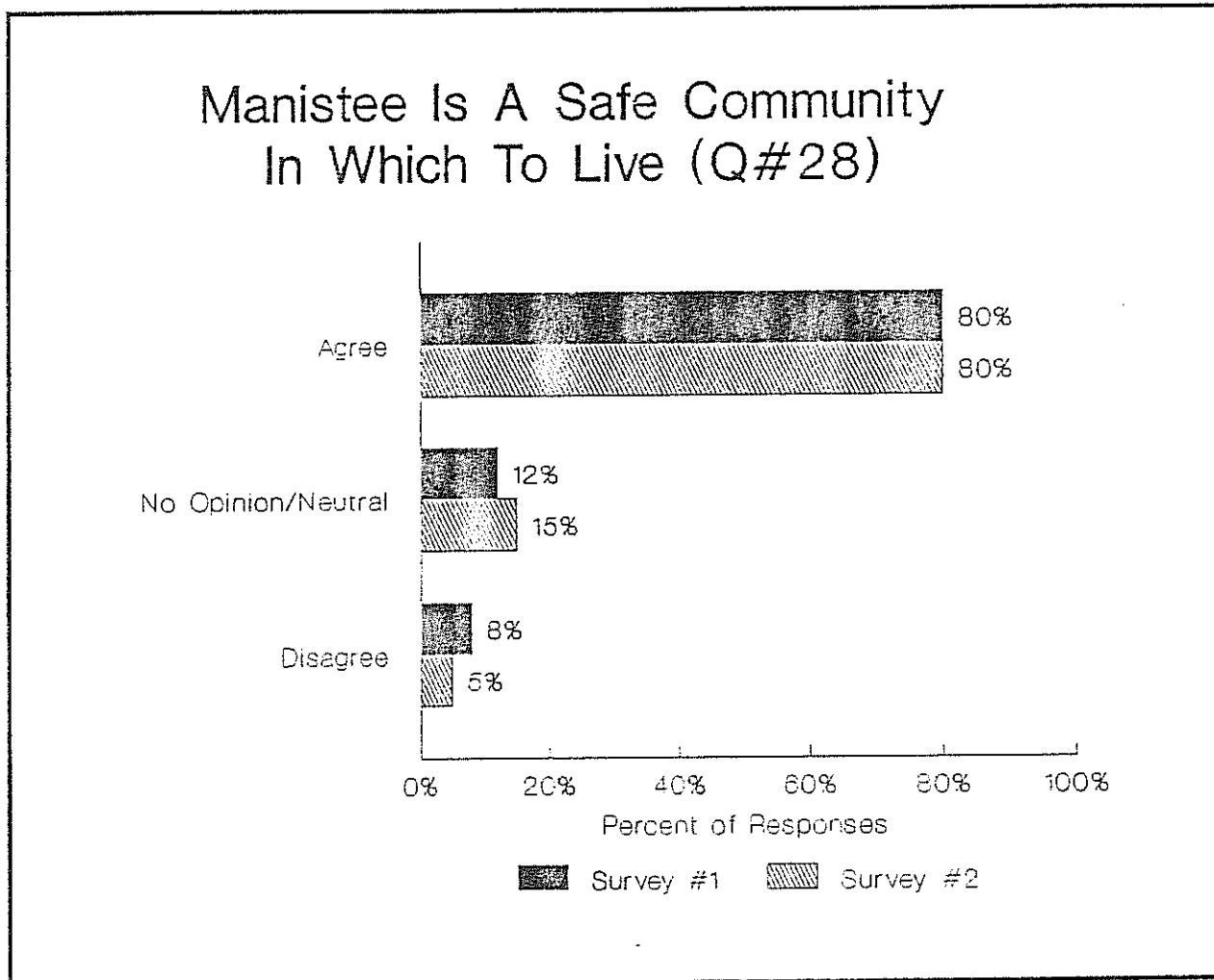
Figure 36



Safety of Community

No significant difference exists between the responses to Surveys I and II regarding the safety of Manistee as a place to live (Figure 37). A majority agree it's a safe community. The normalized mean for Survey II is 1.64 equating to a position between weakly agree and agree.

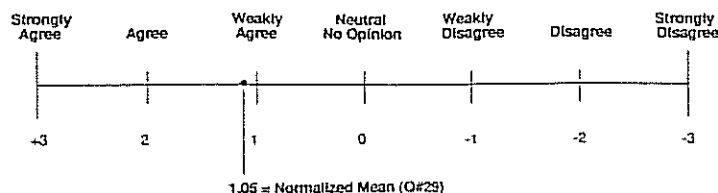
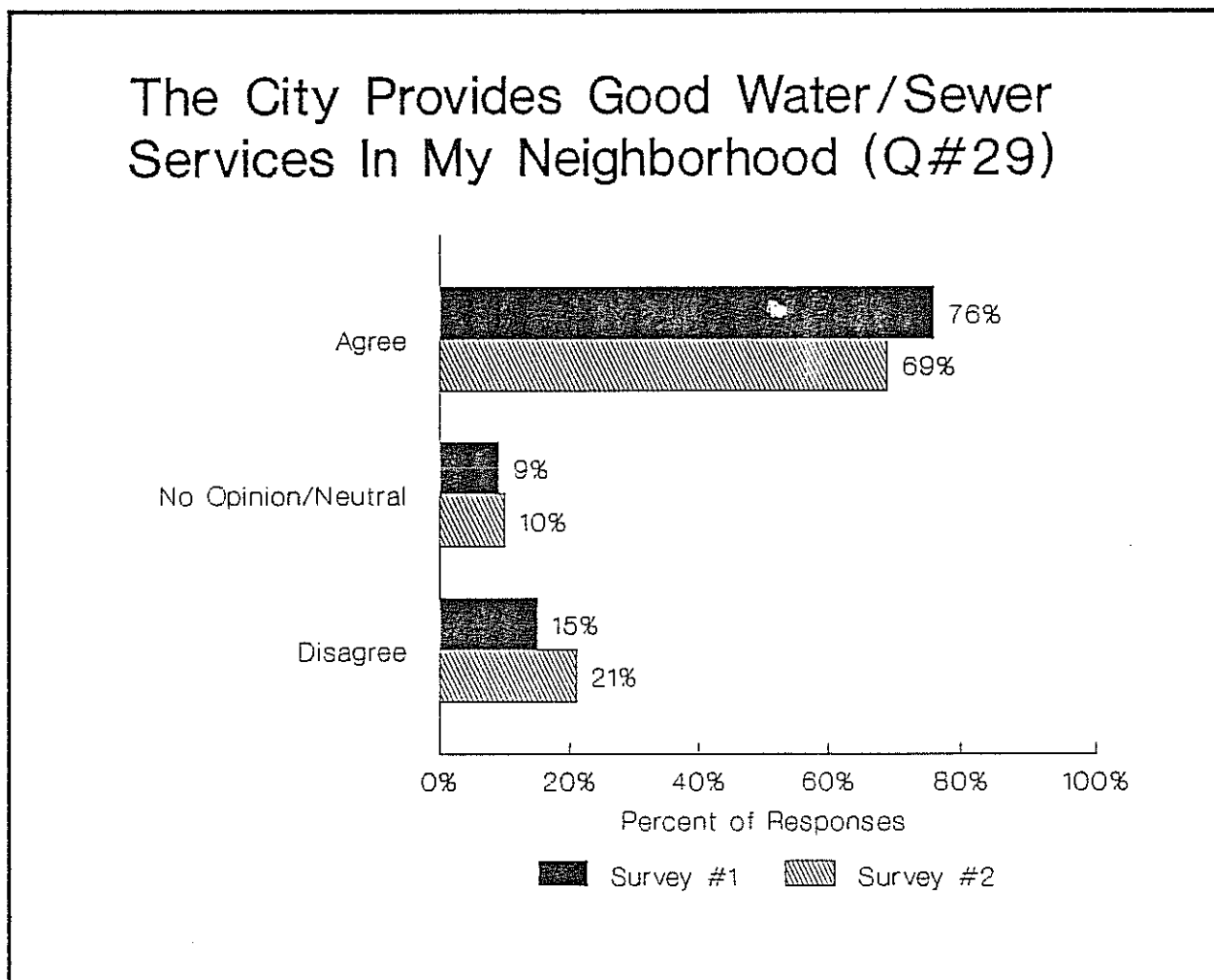
Figure 37



Water and Sewer Service

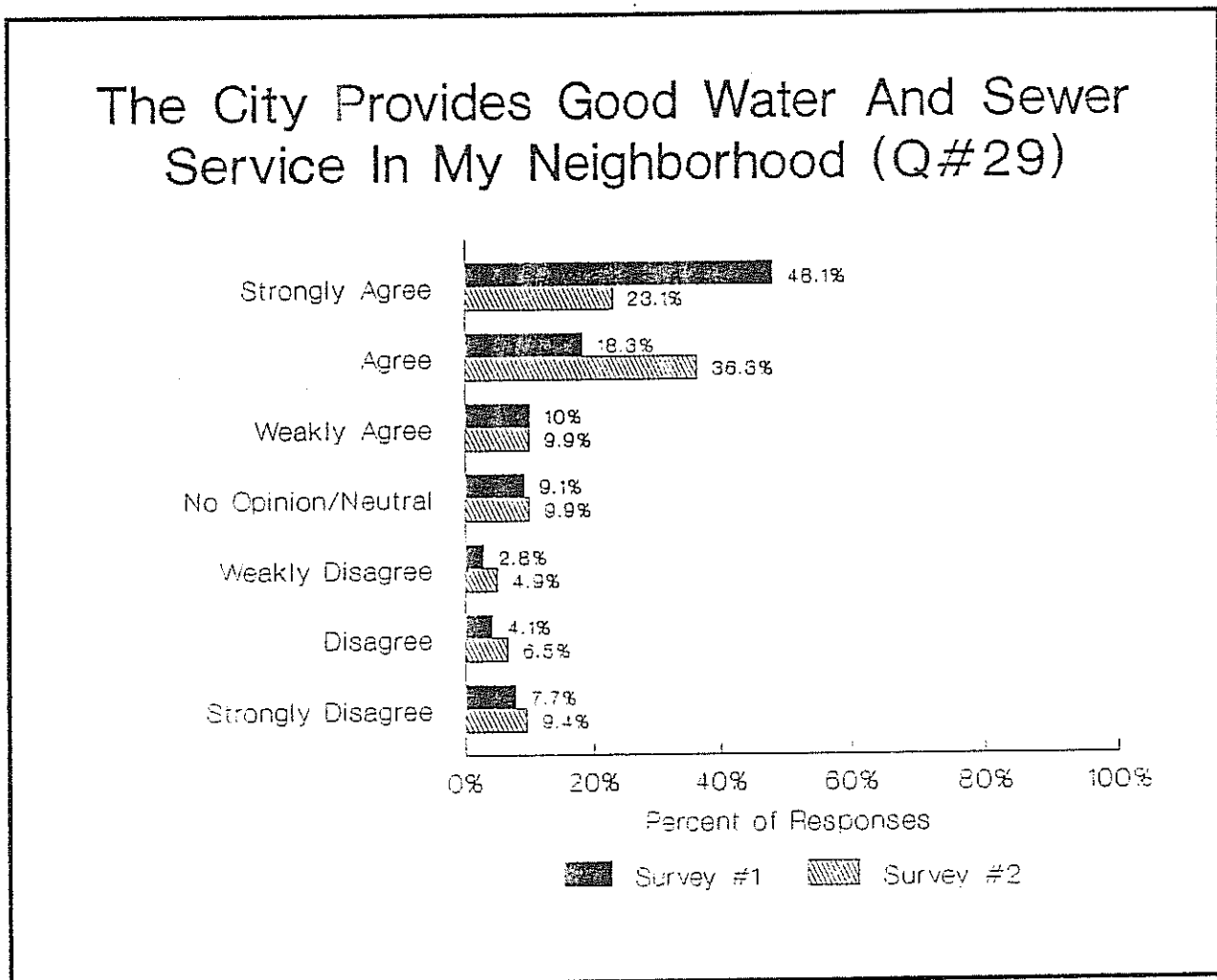
A statistically significant change occurs between respondents to Surveys I and II regarding the quality of water and sewer service in the city. A significant decline has occurred in the perception of the quality of water and sewer service among respondents to Survey II in comparison with Survey I respondents (Figures 38 and 39). The normalized mean is 1.05 for Survey II equating to a position of weak agreement. The normalized mean for Survey I was 1.57.

Figure 38



The average response for all respondents to Survey II has shifted from a position between agreement and weak agreement in Survey I to a position of weak agreement in Survey II (Figure 39).

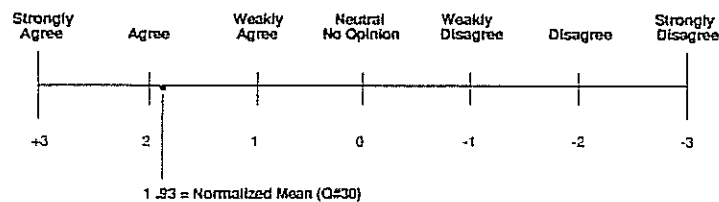
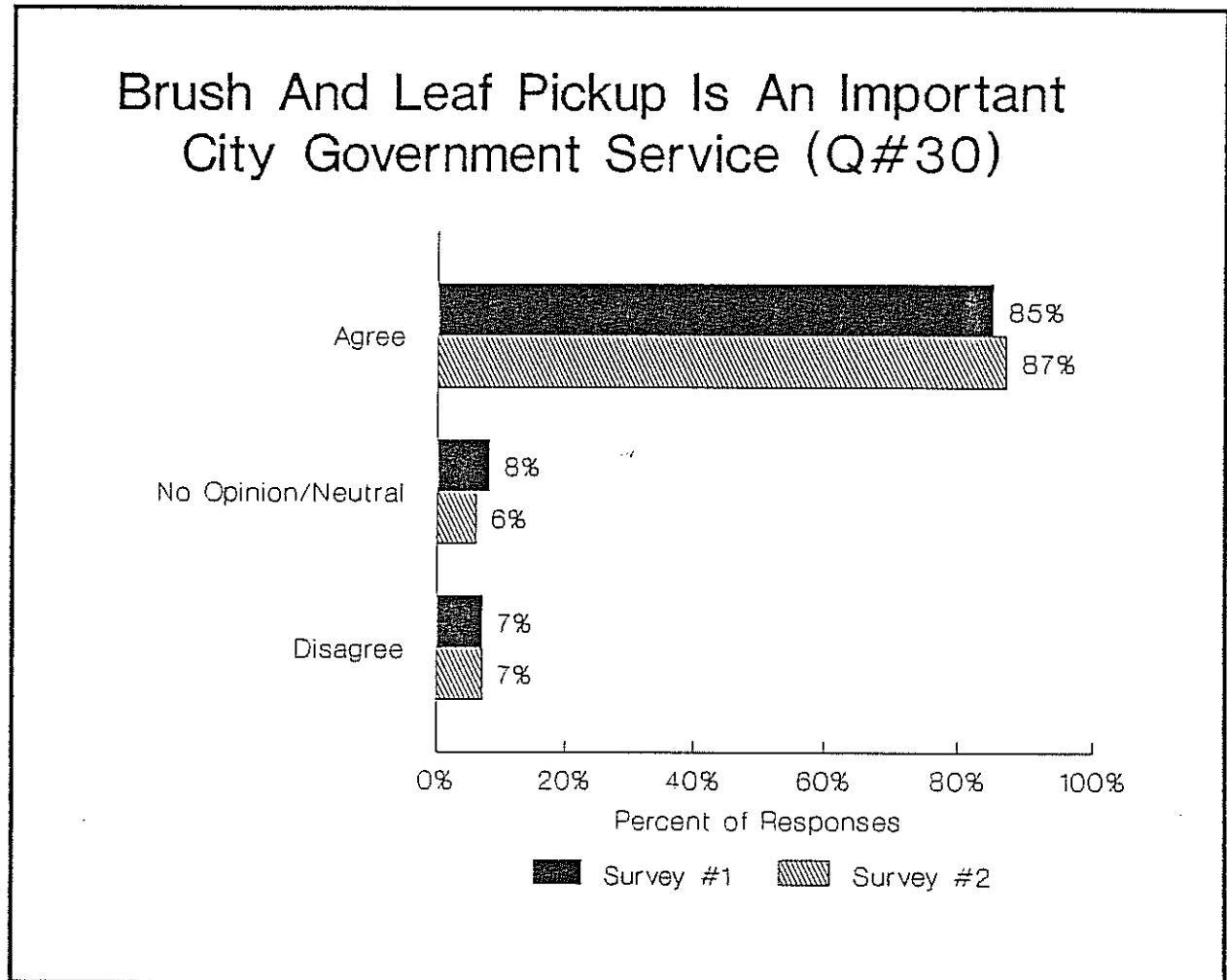
Figure 39



Brush and Leaf Collection

Respondents to both surveys were uniform in their agreement brush and leaf collection is an important city government service (Figure 40). The normalized mean for Survey II is 1.93 equating to a position approximating agreement.

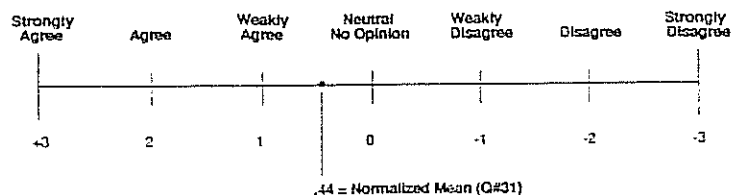
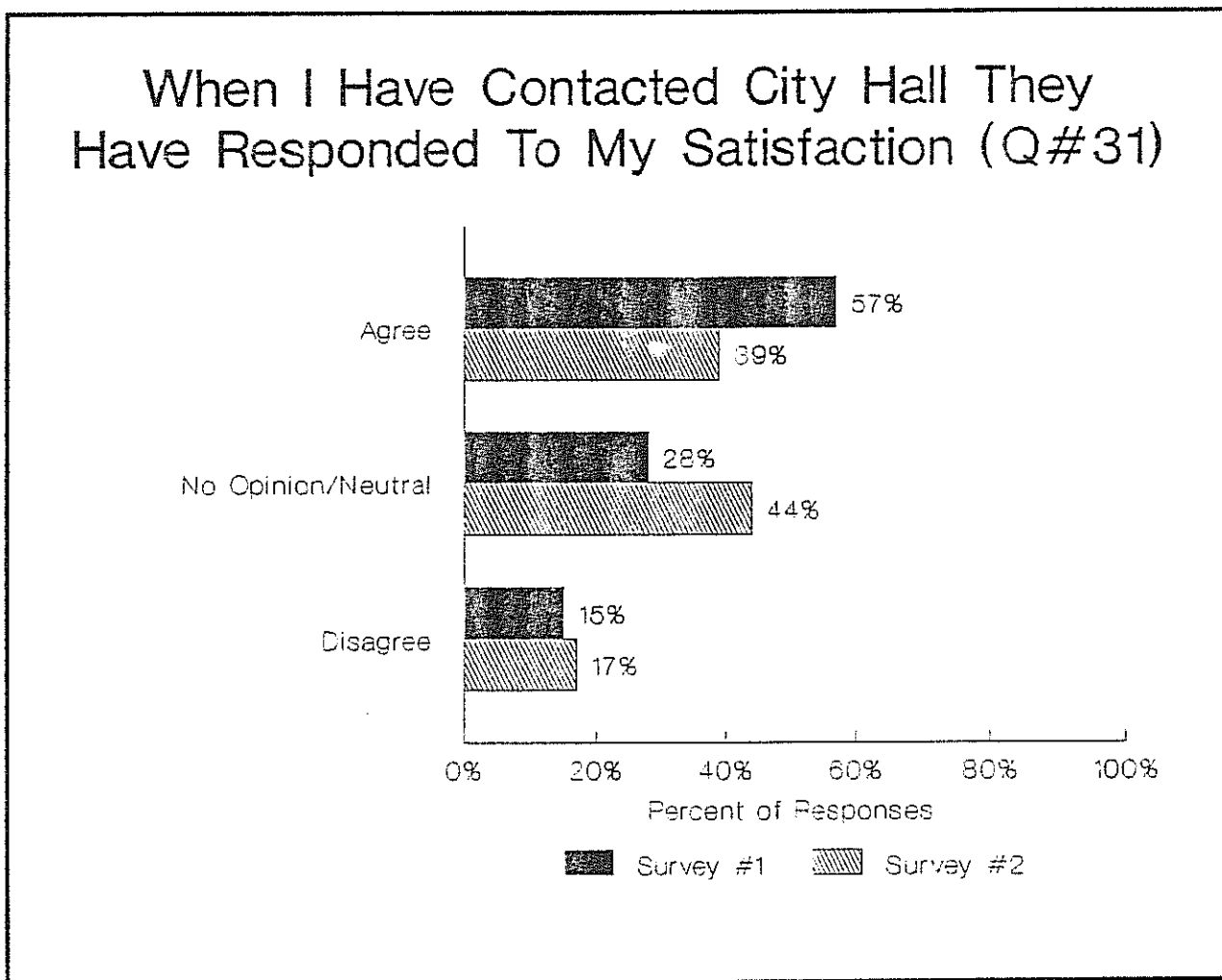
Figure 40



Response of City Hall

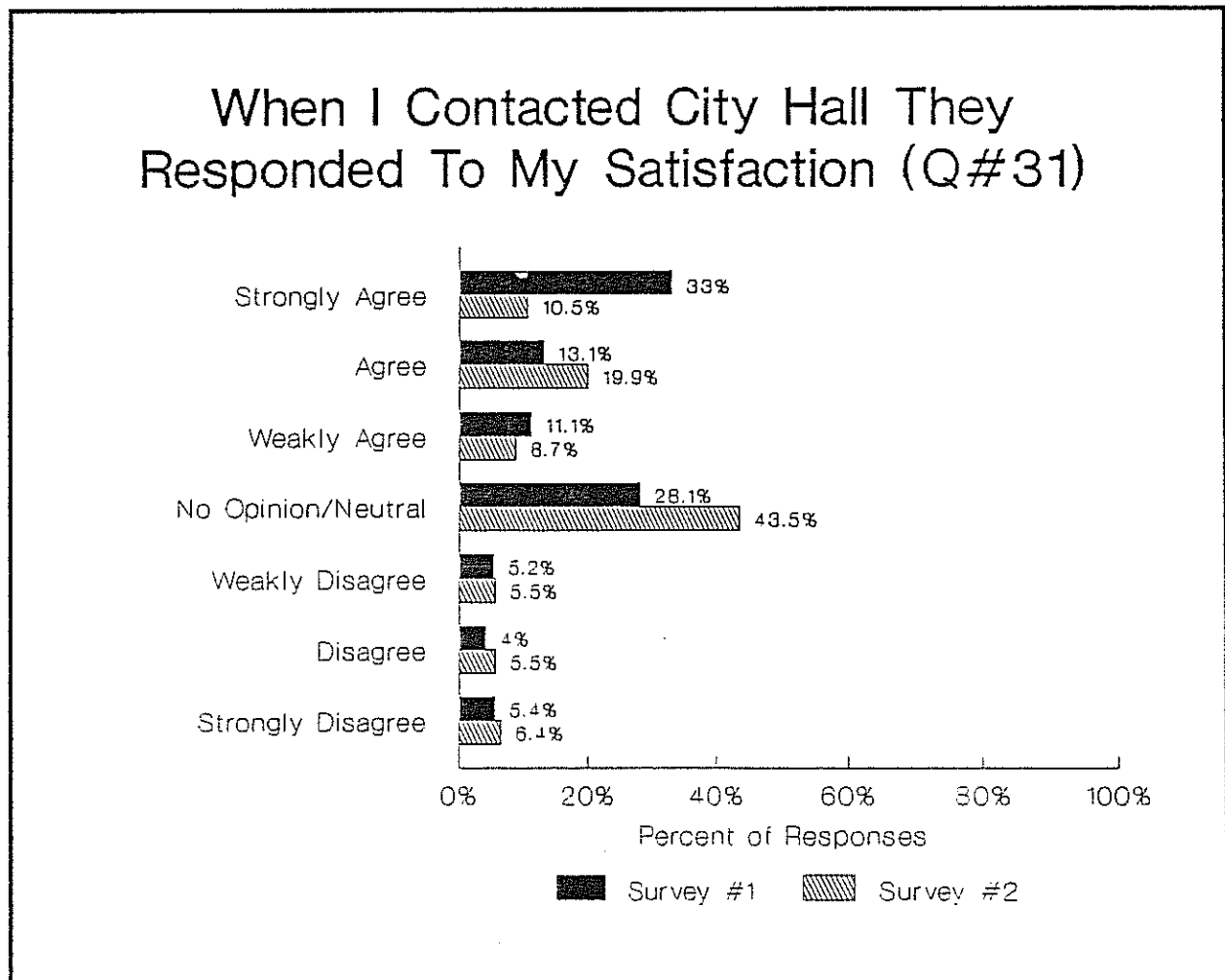
A statistically significant change occurred between Surveys I and II regarding satisfaction with the response of City Hall (Figures 41 and 42). A substantial decline has occurred in the rating of the responsiveness of city hall between Surveys I and II. The normalized mean for Survey II is .44 equating to a position between neutral and weakly agree. The normalized mean for Survey I was 1.07.

Figure 41



A movement in an opinion from a position of weak agreement with the responsiveness of city hall to a more neutral position has occurred as exhibited in the mean values for all responses to Surveys I and II. It may reflect a level of apathy on the part of the citizens or it may reflect a lack of a need to contact city hall since the movement in responses was to a neutral position and not a position of disapproval of the responsiveness of city hall. Further study of this shift may be of value to city hall.

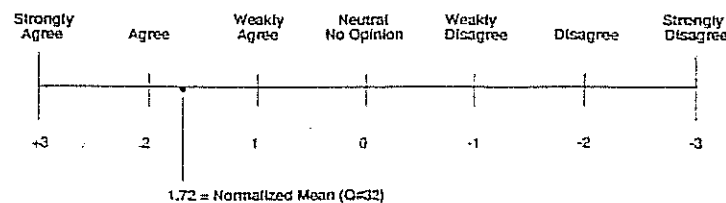
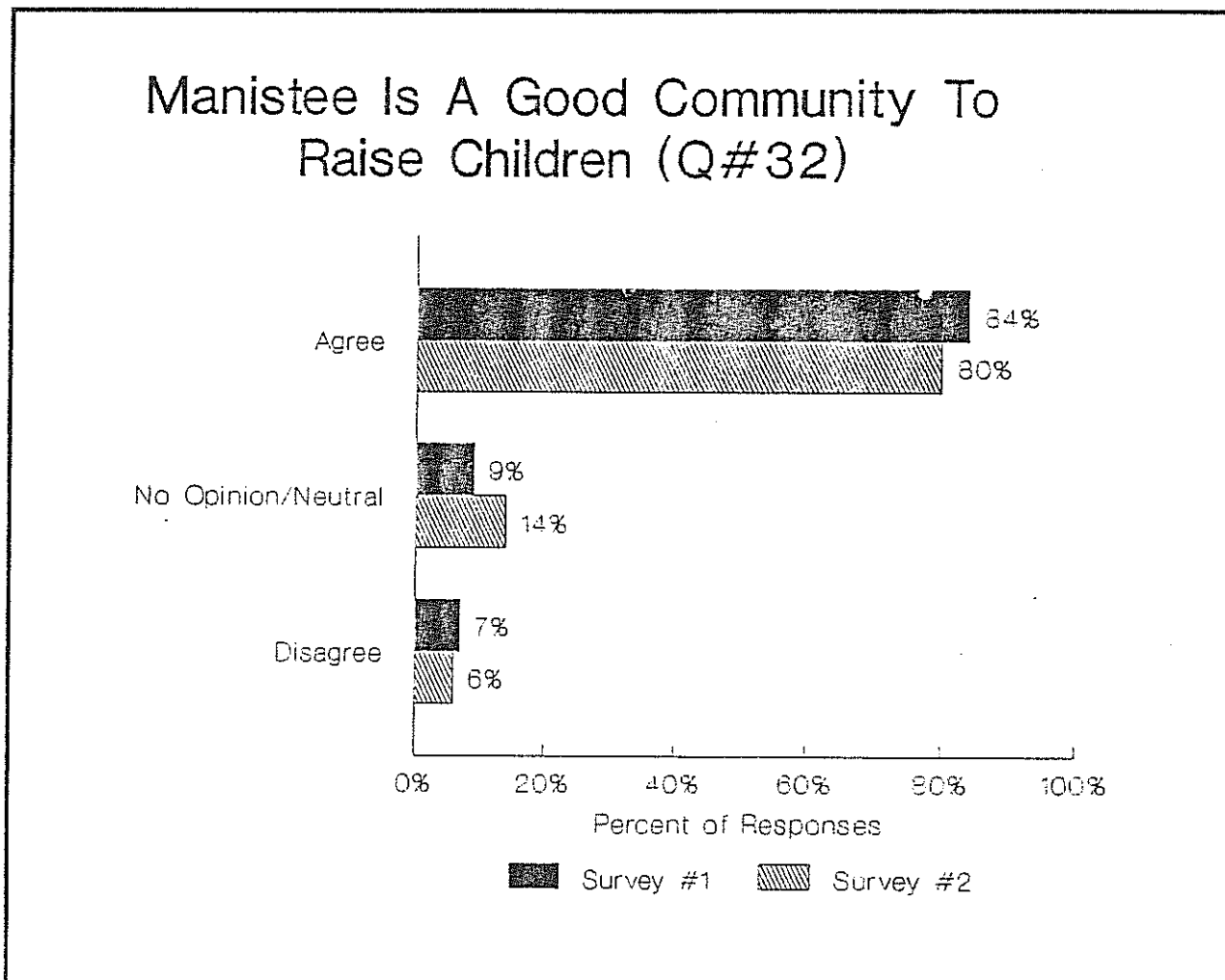
Figure 42



Community to Raise Children

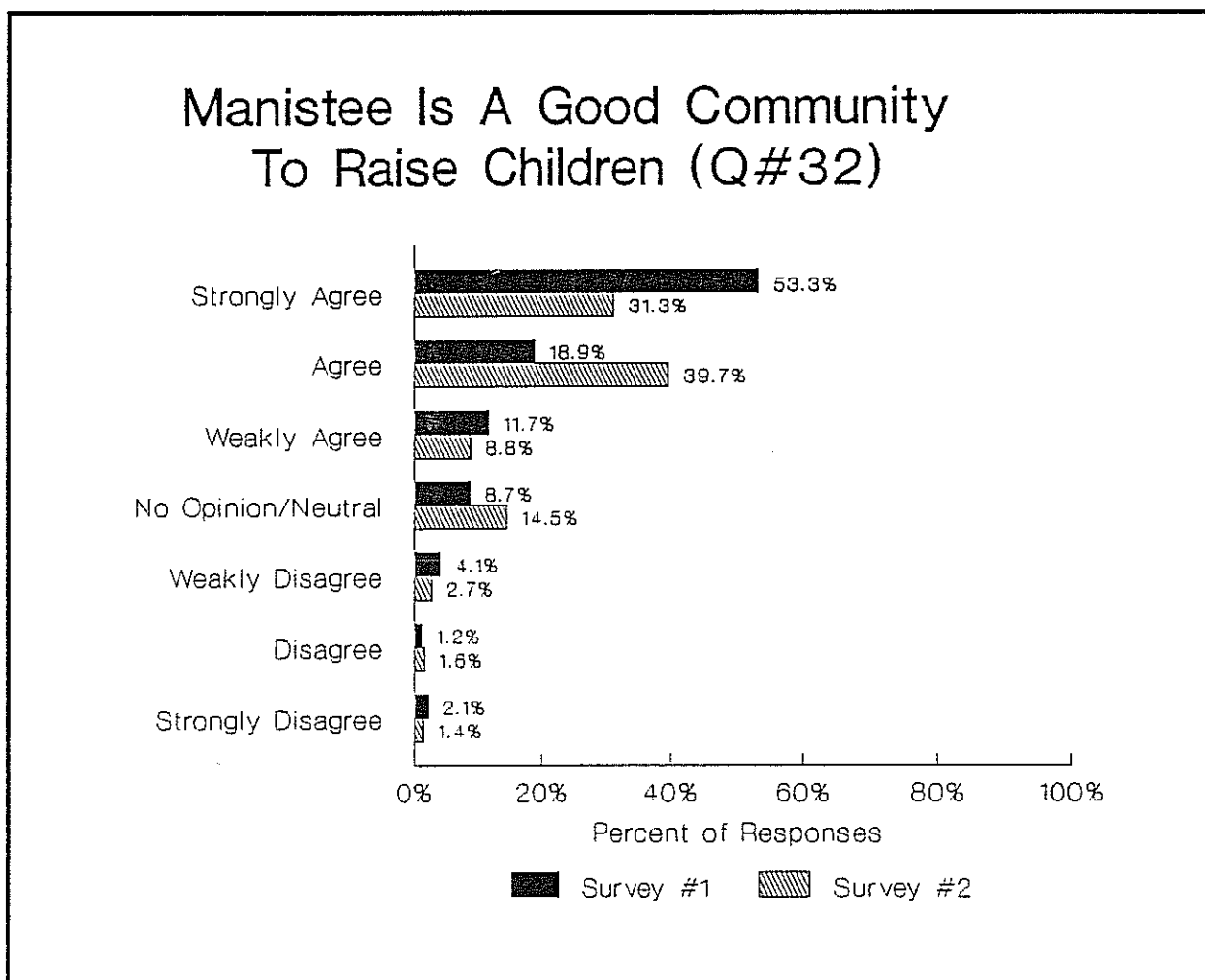
A statistically significant change has occurred in the respondents opinions of Manistee as a community to raise children. Although over three-fourths of the respondents in both surveys agree Manistee is a good community to raise children, respondents to Survey II were not as strong in their agreement as respondents to Survey I (Figures 43 and 44). The normalized mean for Survey II is 1.72 equating to a position between weakly agree and agree. The normalized mean for Survey I was 1.97.

Figure 43



The breadth of the distribution is also significantly different between Survey II and Survey I. The distribution has narrowed as evidenced by the decline in strongly agree responses and the increase in agree responses for Survey II (Figure 44). The mean value has also moved closer to weakly agree from a position of agree in Survey I. The respondents perception of educational, recreational, and cultural opportunities for children may be a factor in explaining this change from Survey I to Survey II.

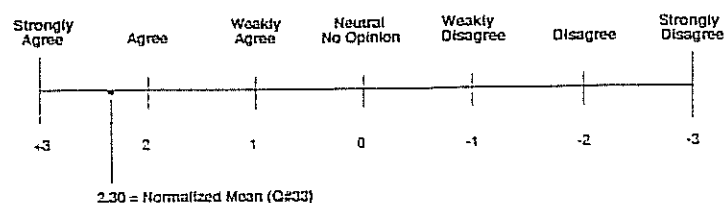
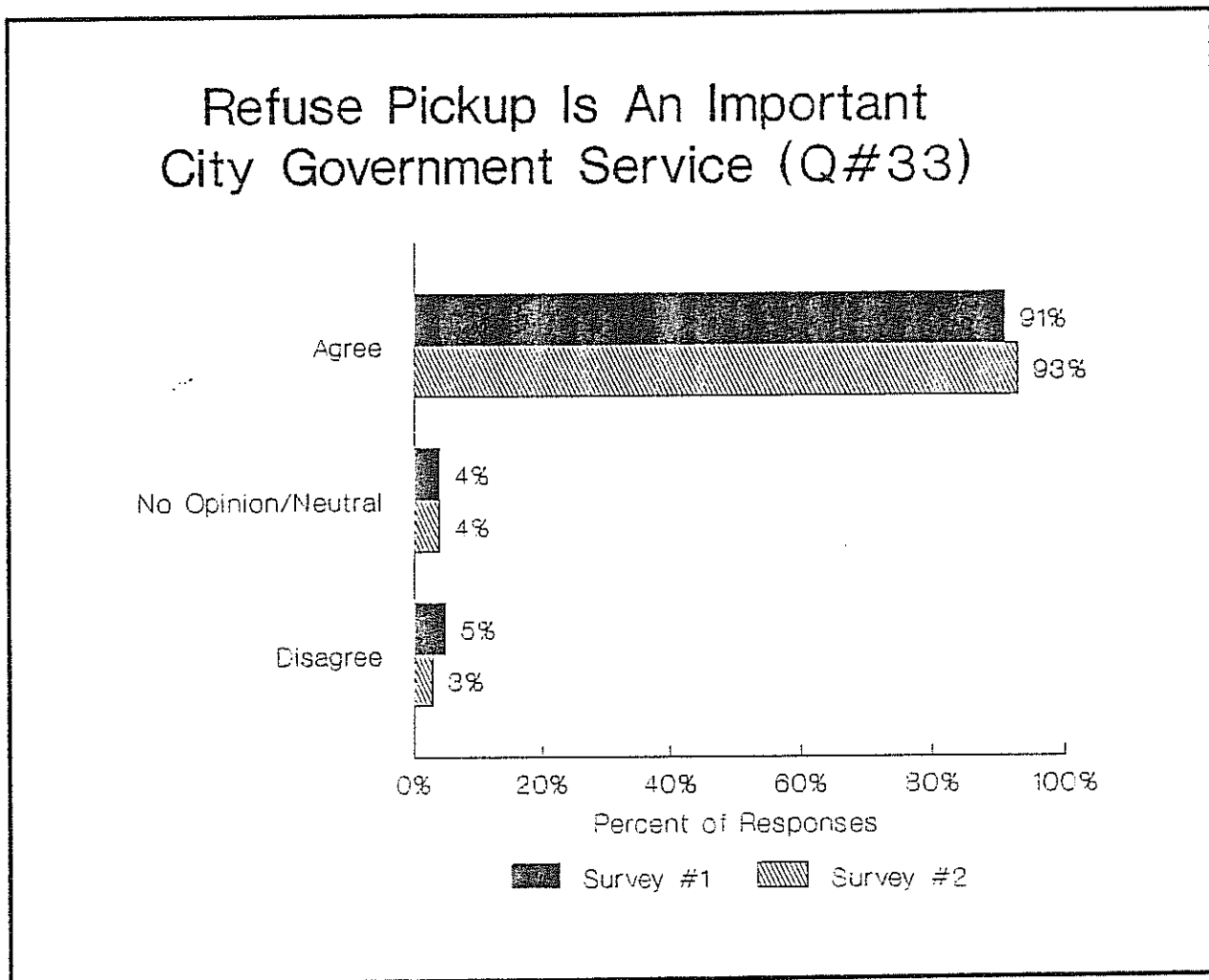
Figure 44



Refuse Collection

Respondents to both surveys were in agreement refuse collection is an important city government service (Figure 45). The normalized mean for Survey II is 2.30 equating to a position between agree and strongly agree.

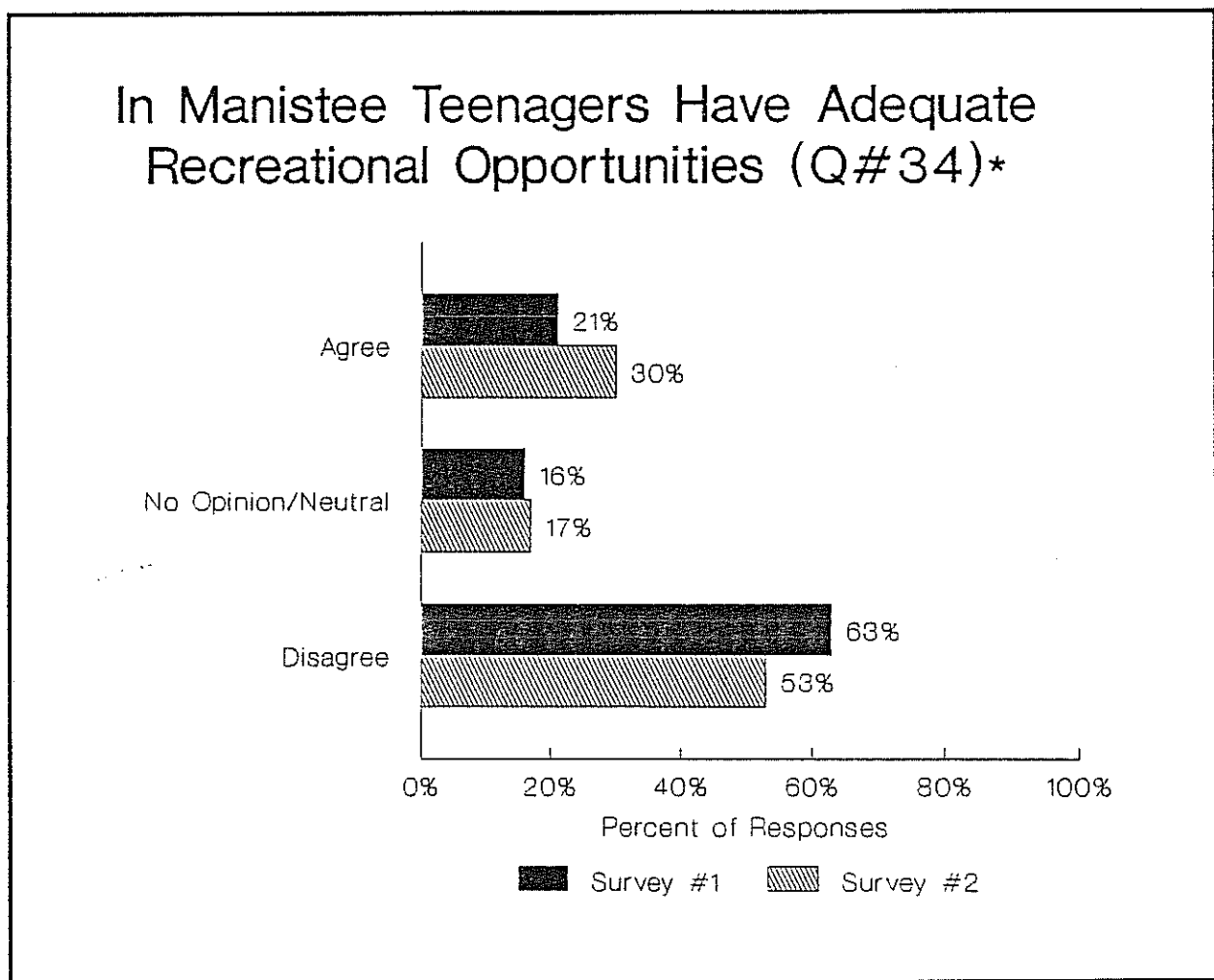
Figure 45



Recreational Opportunities - Teenagers

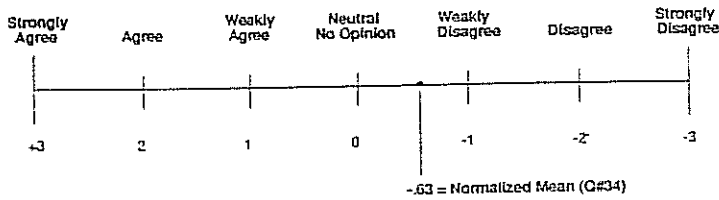
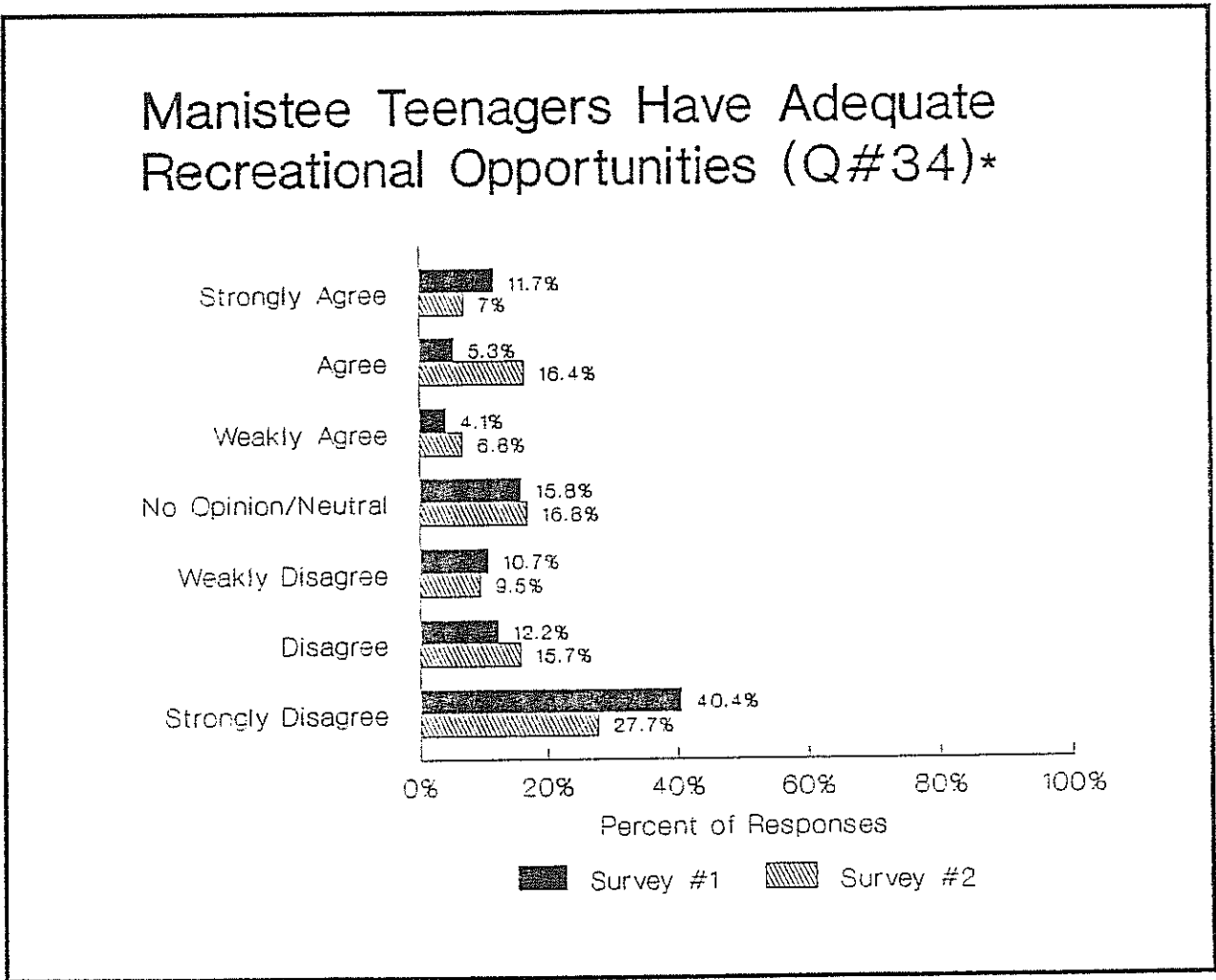
A statistically significant change has occurred in the perception of respondents regarding recreational opportunities for teenagers in Manistee between Survey I and Survey II. A significantly larger number of respondents in Survey II agree recreational opportunities are adequate for teenagers in Manistee (Figures 46 and 47). A corresponding reduction in the percentage of respondents who disagreed with

Figure 46



the adequacy of recreational opportunities for teenagers in Manistee has occurred between Survey I and Survey II. The recent construction of the new Teen Center may have contributed to this shift in opinion. A majority of the respondents to both surveys still believe recreational opportunities for Manistee teenagers are inadequate although the mean value has shifted to a more neutral position in Survey II from a weakly disagree position in Survey I. The normalized mean for Survey II is -.63 equating to a position between neutral and weakly disagree. The normalized mean for Survey I was -1.07.

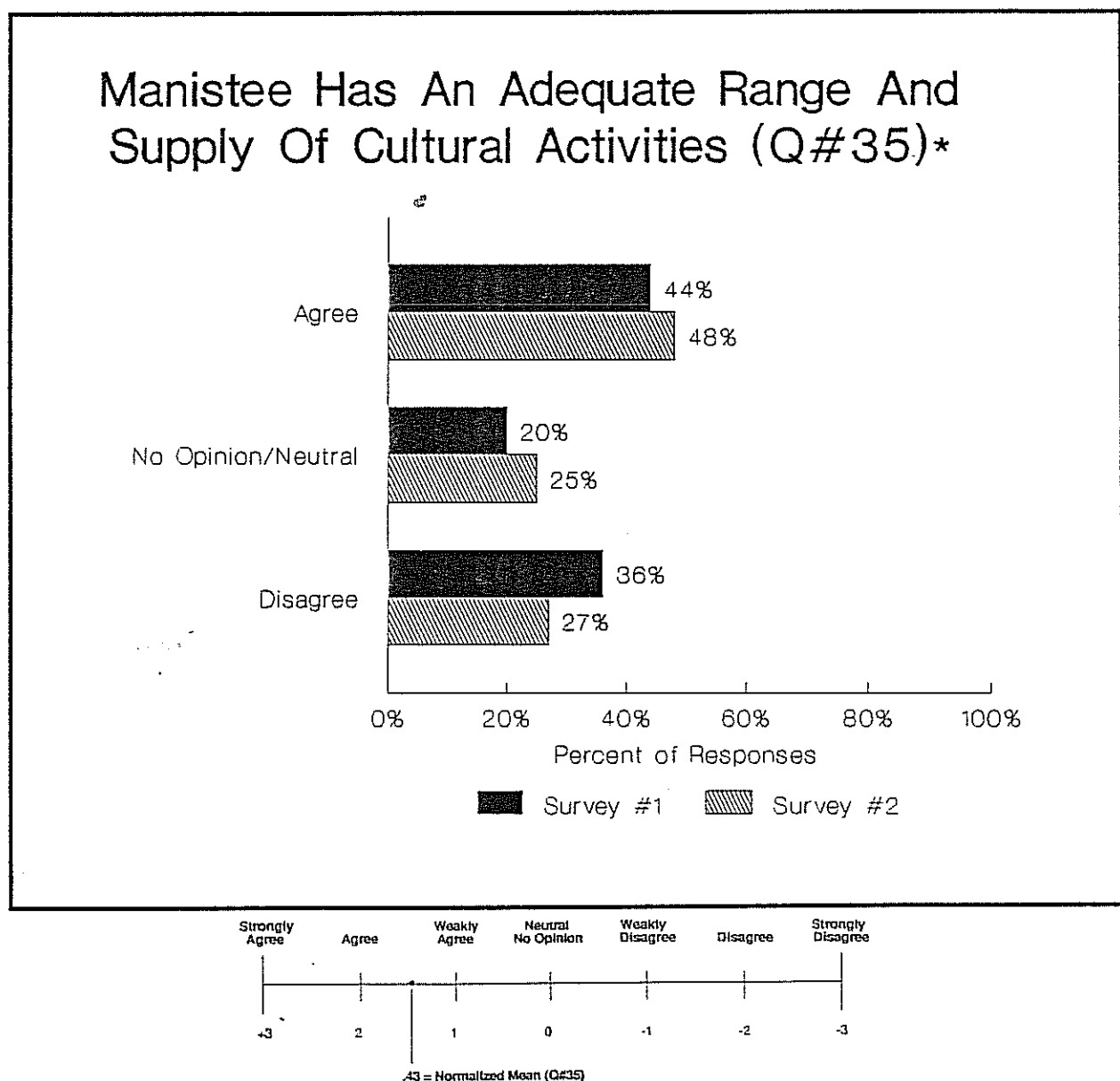
Figure 47



Cultural Activities

Statistical analysis reveals responses regarding the adequacy of the range and supply of cultural activities in Manistee were not significantly different between Survey I and Survey II. Approximately half of the respondents in Survey II agreed cultural activities are adequate in Manistee (Figure 48). A slight increase occurred in the percent of respondents who agreed cultural activities were adequate in Survey II. A decrease in the percentage of respondents who disagreed also occurred in Survey II. The normalized mean for Survey II is .43 equating to a position between neutral and weakly agree.

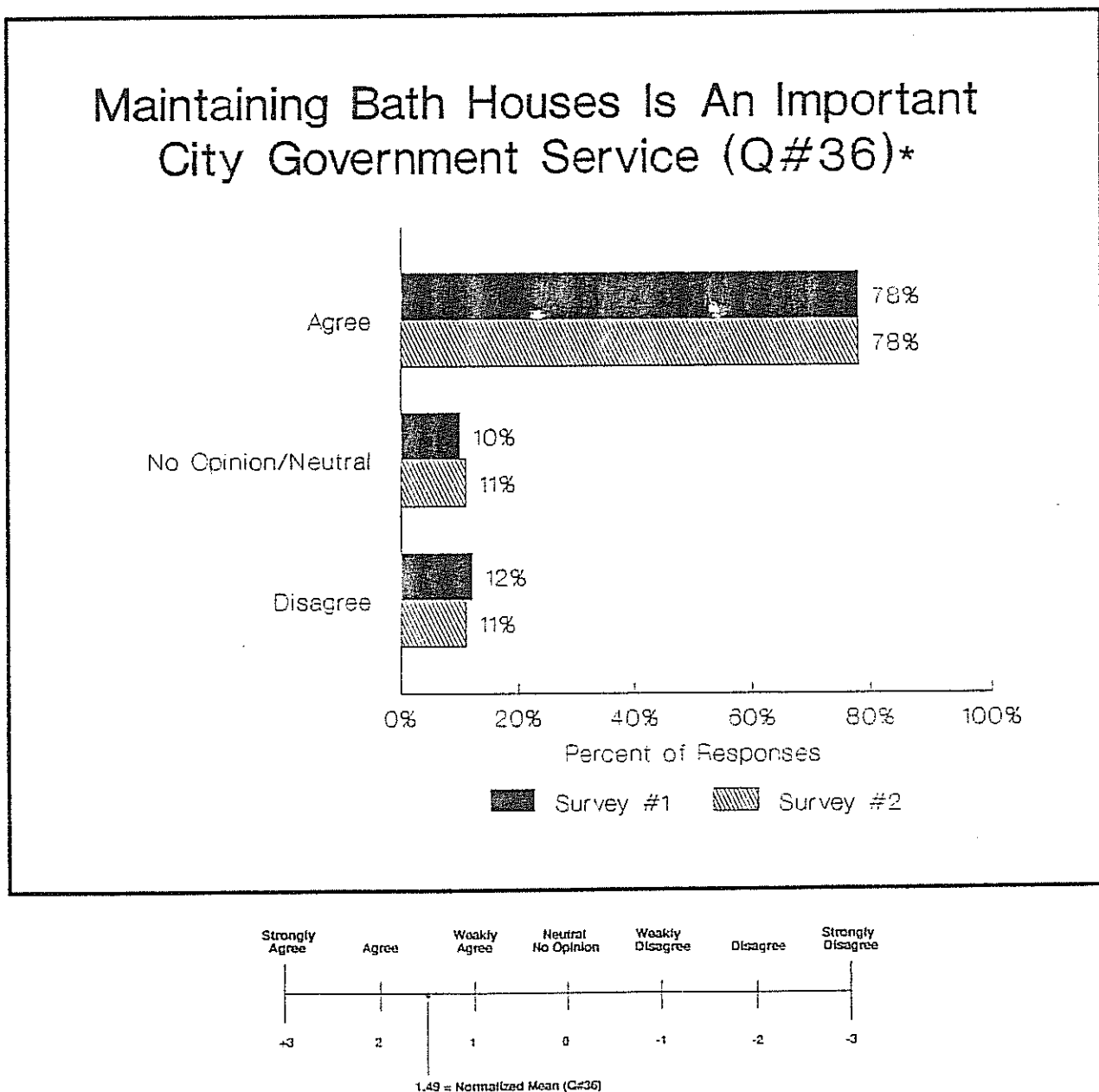
Figure 48



Bath Houses

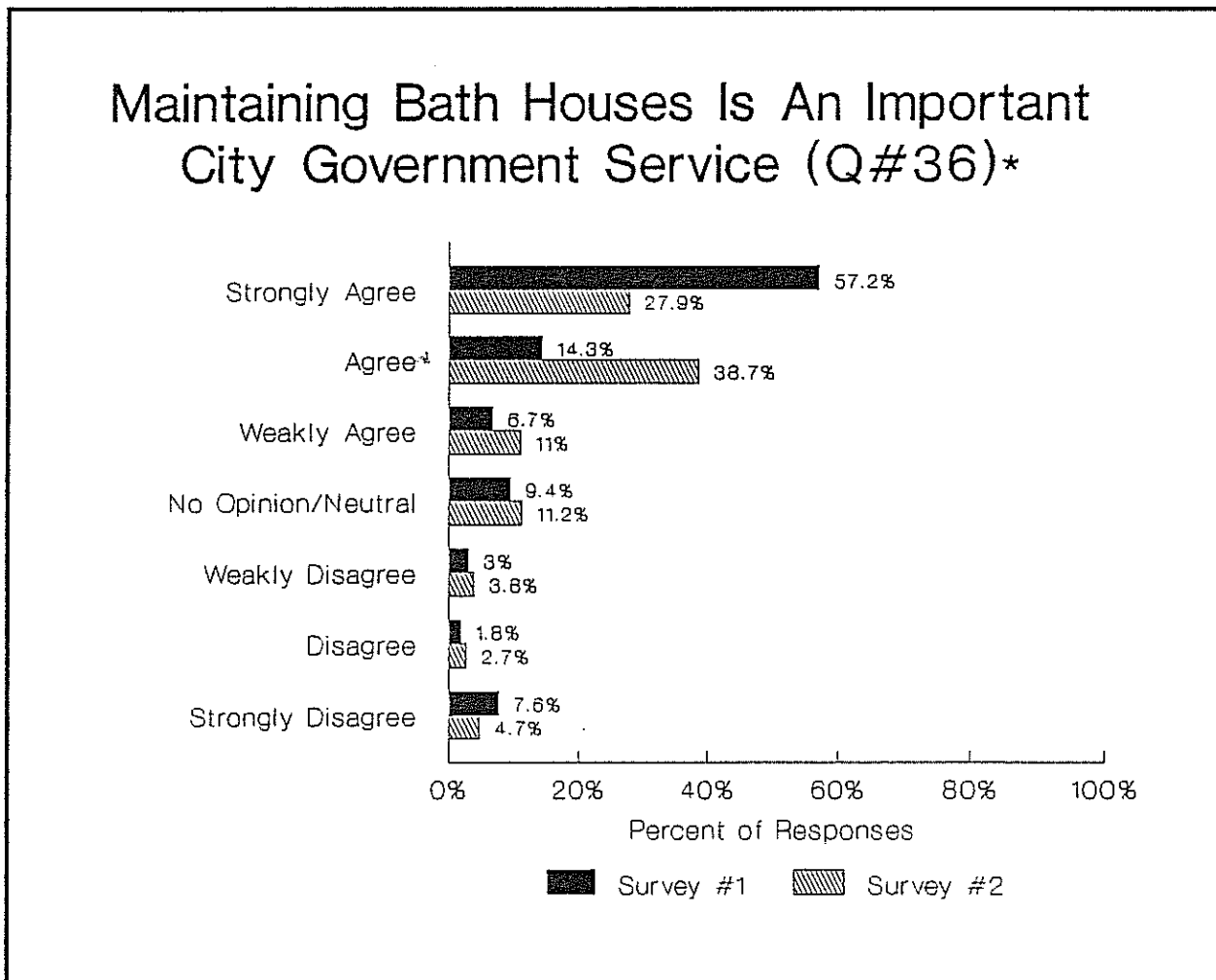
A subtle but statistically significant shift has occurred in opinion between respondents to Surveys I and II regarding the importance of maintaining bath houses (Figure 49). A decline in the importance of maintaining bath houses occurred in Survey II (Figure 50). The normalized mean for Survey II is 1.49 equating to a position between agree and weakly agree. The normalized mean for Survey I was 1.78.

Figure 49



The breadth of the distribution also has significantly changed with a narrowing of the distribution and a movement of the mean value closer to weakly agree in Survey II. The primary shift is one of magnitude with more respondents in Survey II expressing an opinion of agreement rather than strong agreement.

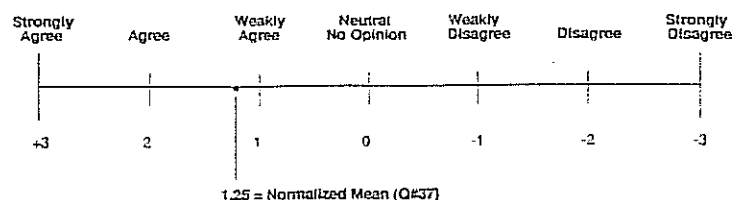
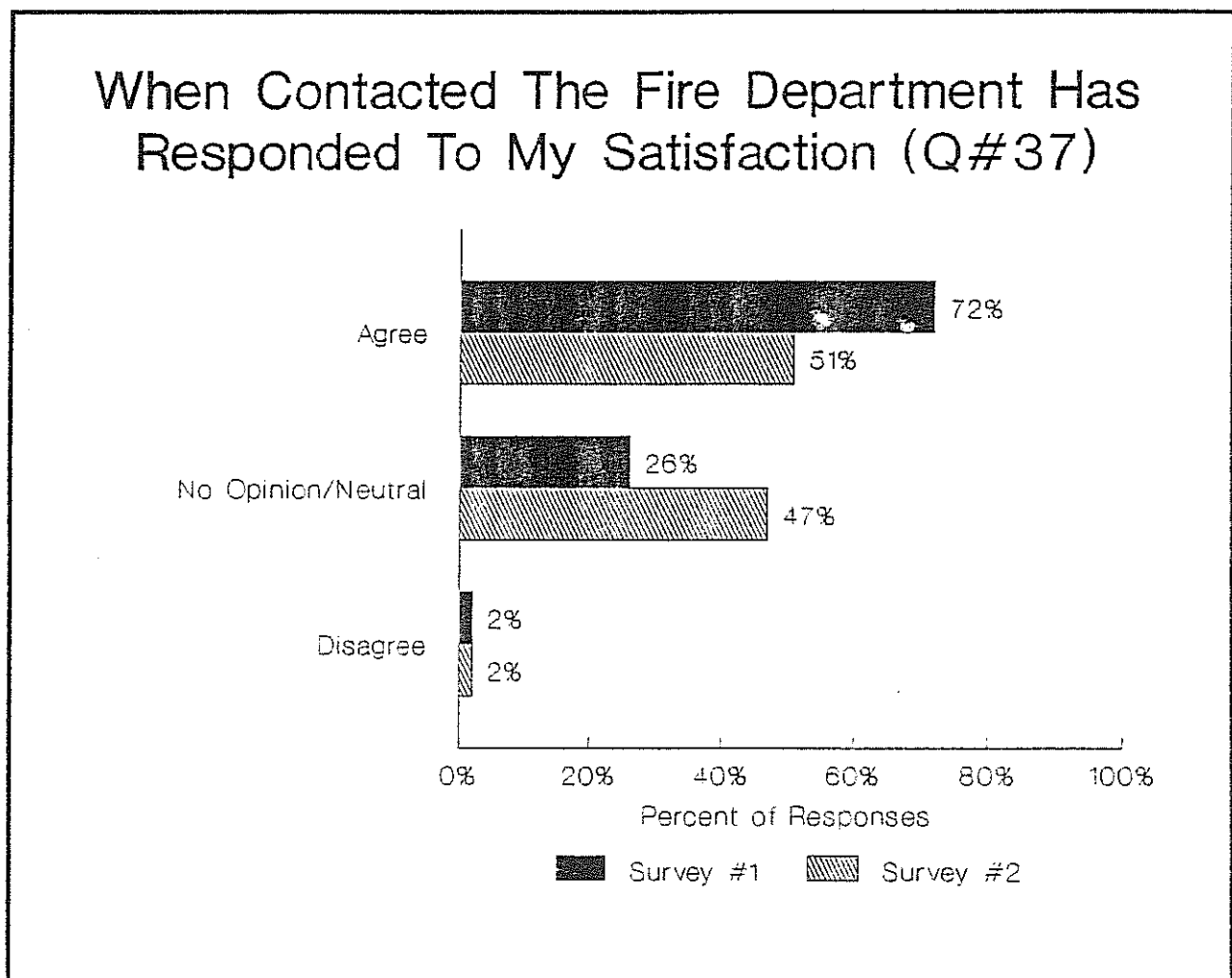
Figure 50



Fire Department Response

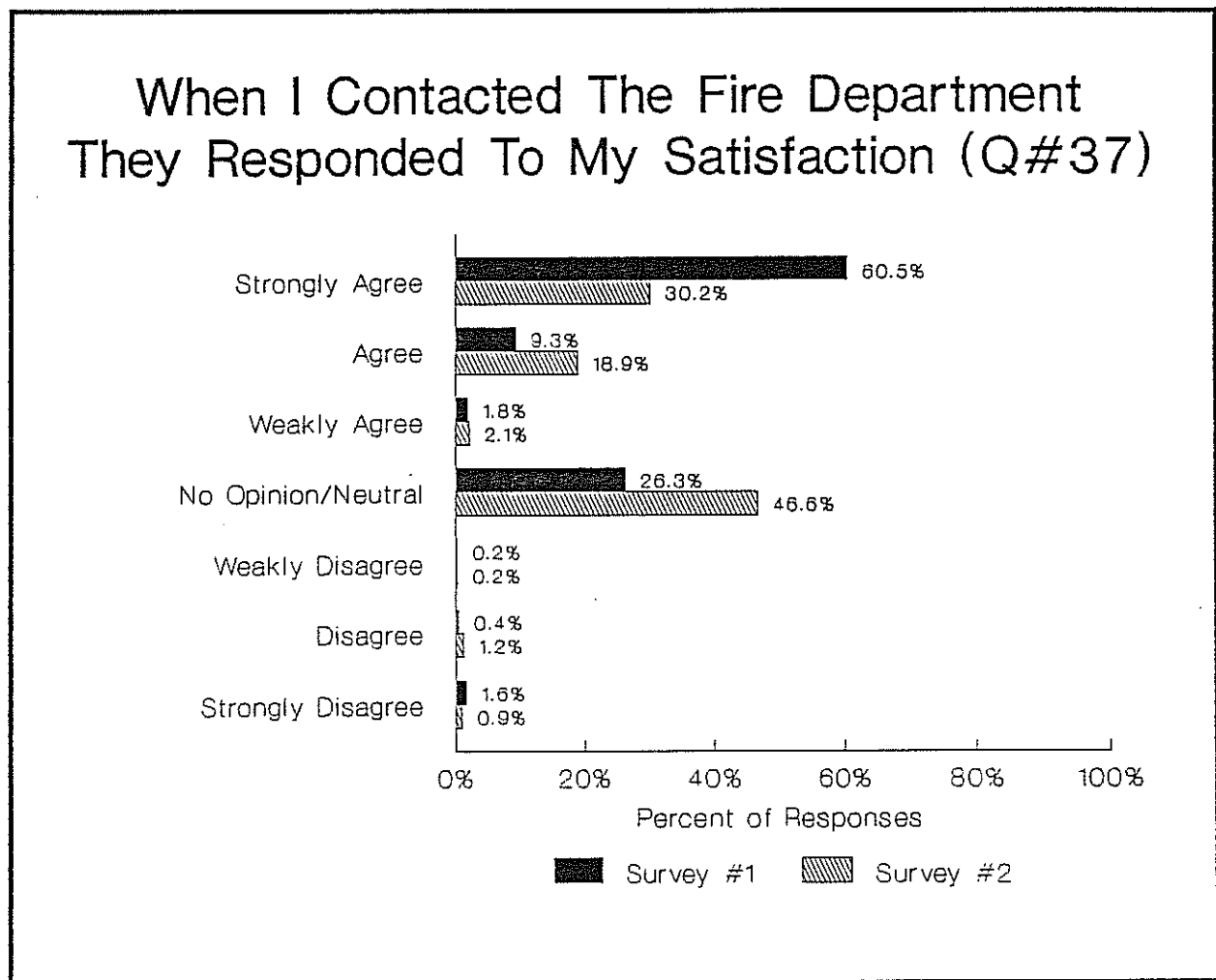
A statistically significant shift has occurred between Survey I and Survey II respondents regarding the response of the fire department. Approximately three-fourths of the respondents in Survey I agreed the fire department responded to their satisfaction versus half in Survey II (Figure 51). The normalized mean for Survey II is 1.25 equating to a position between agree and weakly agree. The normalized mean for Survey I was 1.96.

Figure 51



A significantly larger number of respondents in Survey II indicated no opinion/neutral compared to respondents in Survey I (Figure 52). Since the shift is not to a disagree opinion it's possible many respondents to Survey II have not had contact with the fire department. It is also possible fires in the intervening years between Survey I and Survey II have changed the perception of respondents in Survey II. Since the mean value has shifted from agree in Survey I to weakly agree in Survey II it may be of value to the city to review its fire protection services.

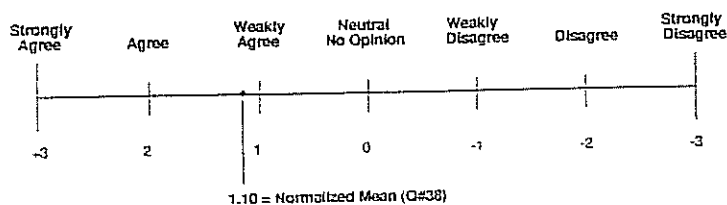
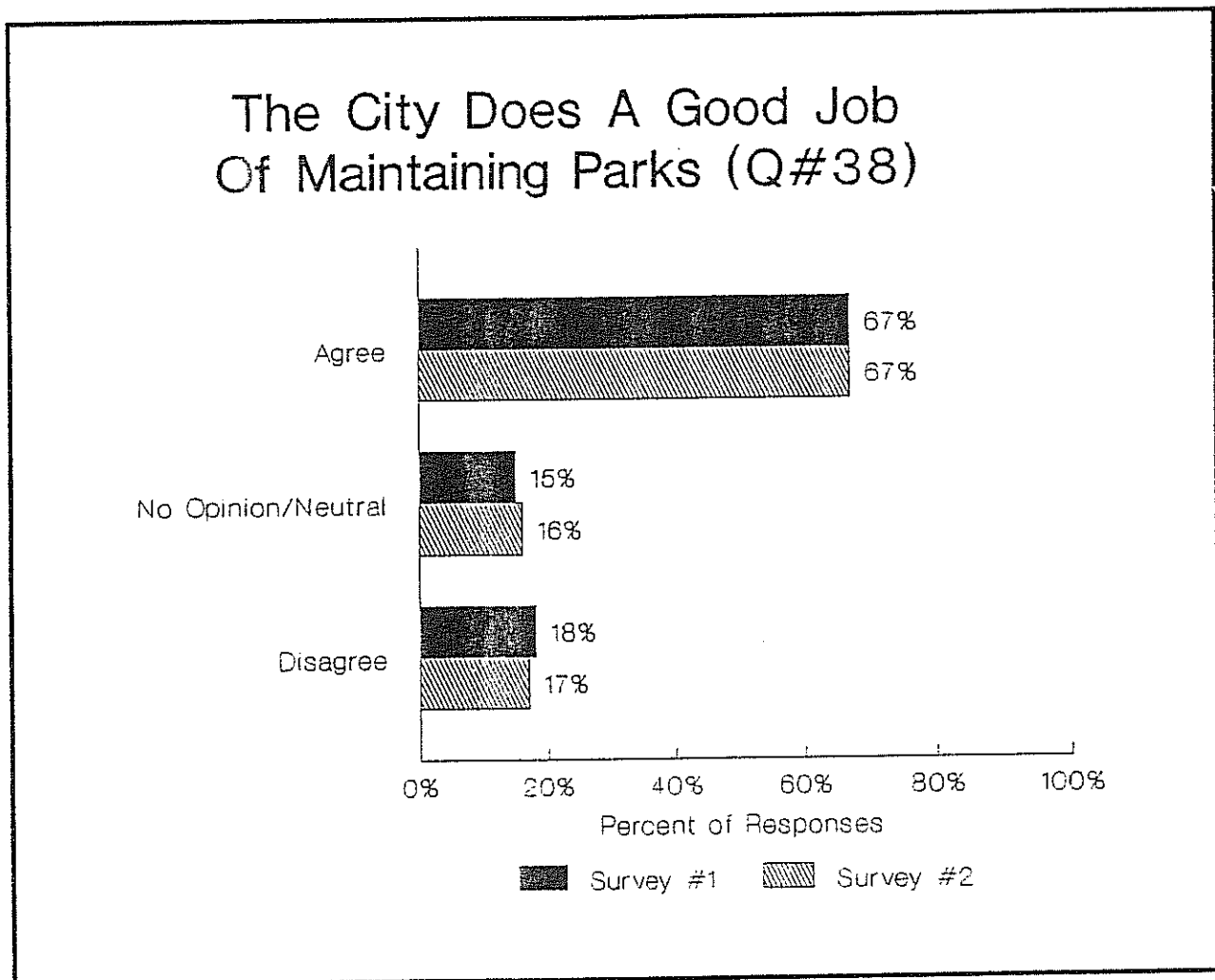
Figure 52



Maintaining Parks

Respondents to both surveys were consistent in their opinion of the city's performance in maintaining parks. Approximately two-thirds of the respondents to both surveys agree the city is doing a good job (Figure 53). Less than one in five believe the city is not doing a good job of maintaining the parks. The normalized mean for Survey II is 1.10 equating to a position of weak agreement.

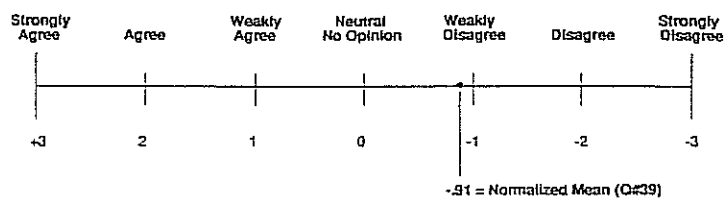
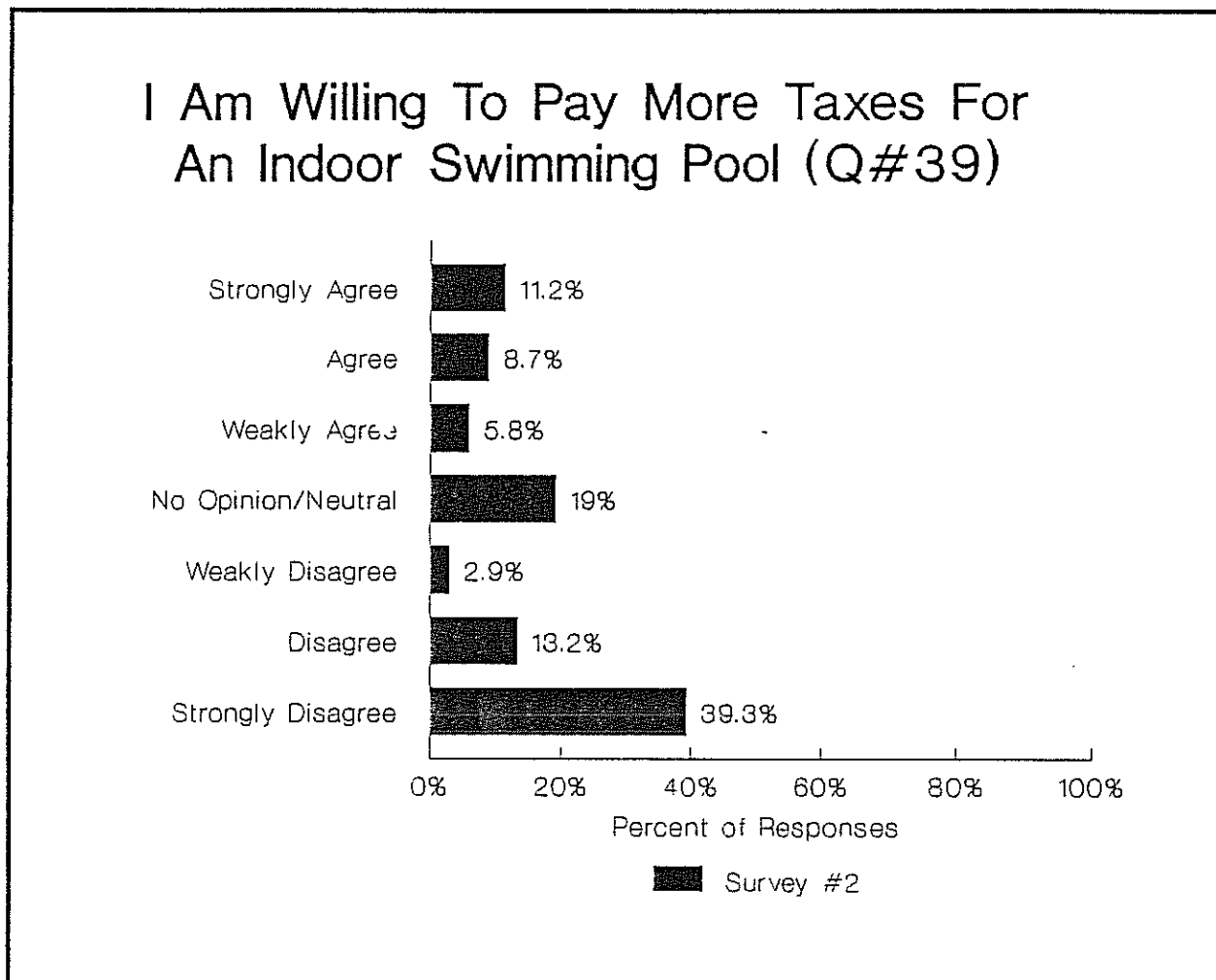
Figure 53



Indoor Swimming Pool

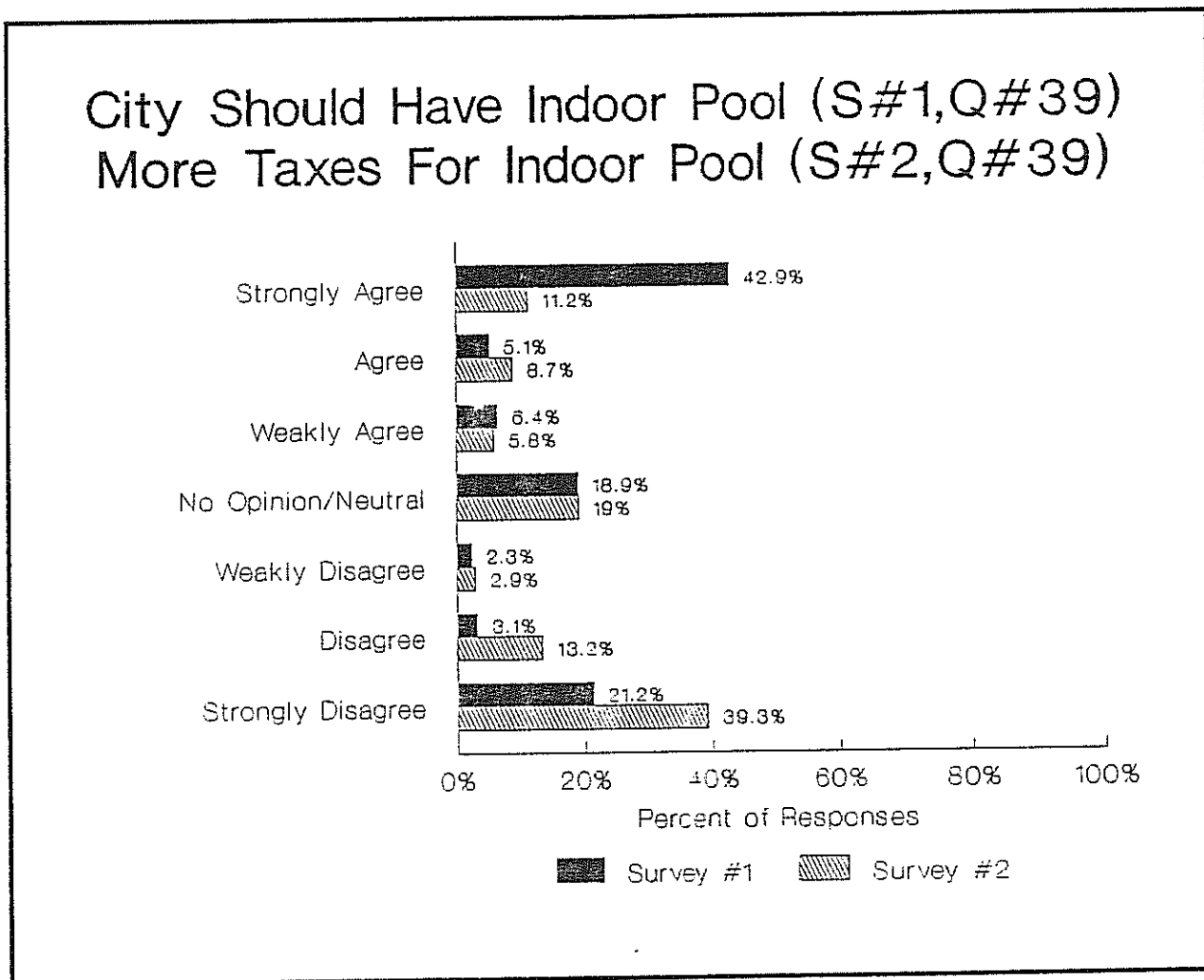
Respondents in Survey II were asked if they would be willing to pay more taxes for an indoor swimming pool. A majority of the respondents indicated they would not be willing to pay more taxes for an indoor swimming pool (Figure 54). The normalized mean for Survey II is -.91 equating to a position of weak disagreement.

Figure 54



A similar question was asked of respondents to Survey I. The Survey I question only asked if the city should have an indoor pool. The responses to the question in Survey I were substantially different than the responses to the question in Survey II (Figure 55). It appears the citizens may desire an indoor pool but may not be willing to pay additional taxes for an indoor pool.

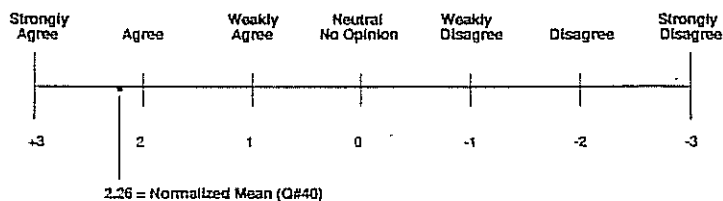
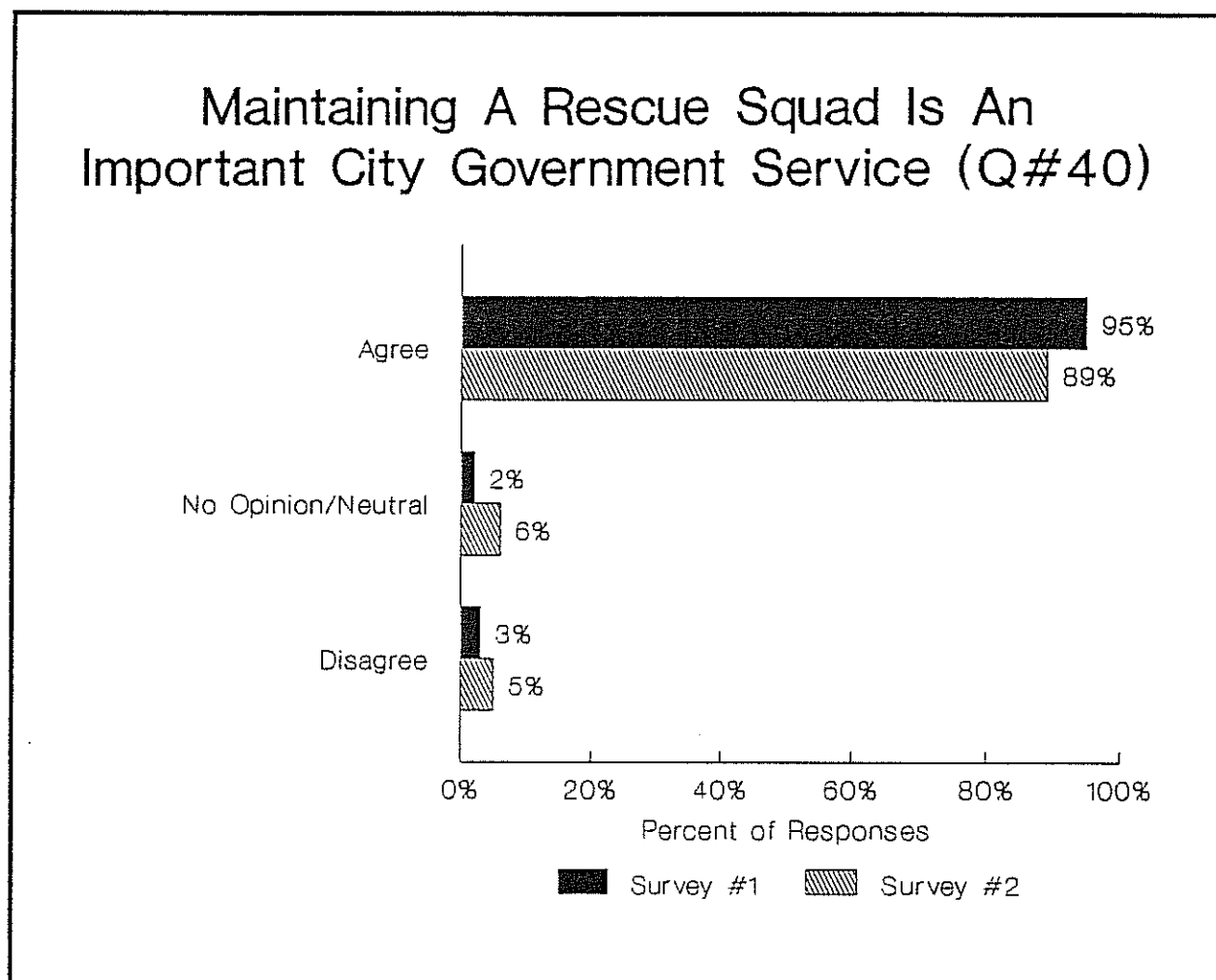
Figure 55



Rescue Squad

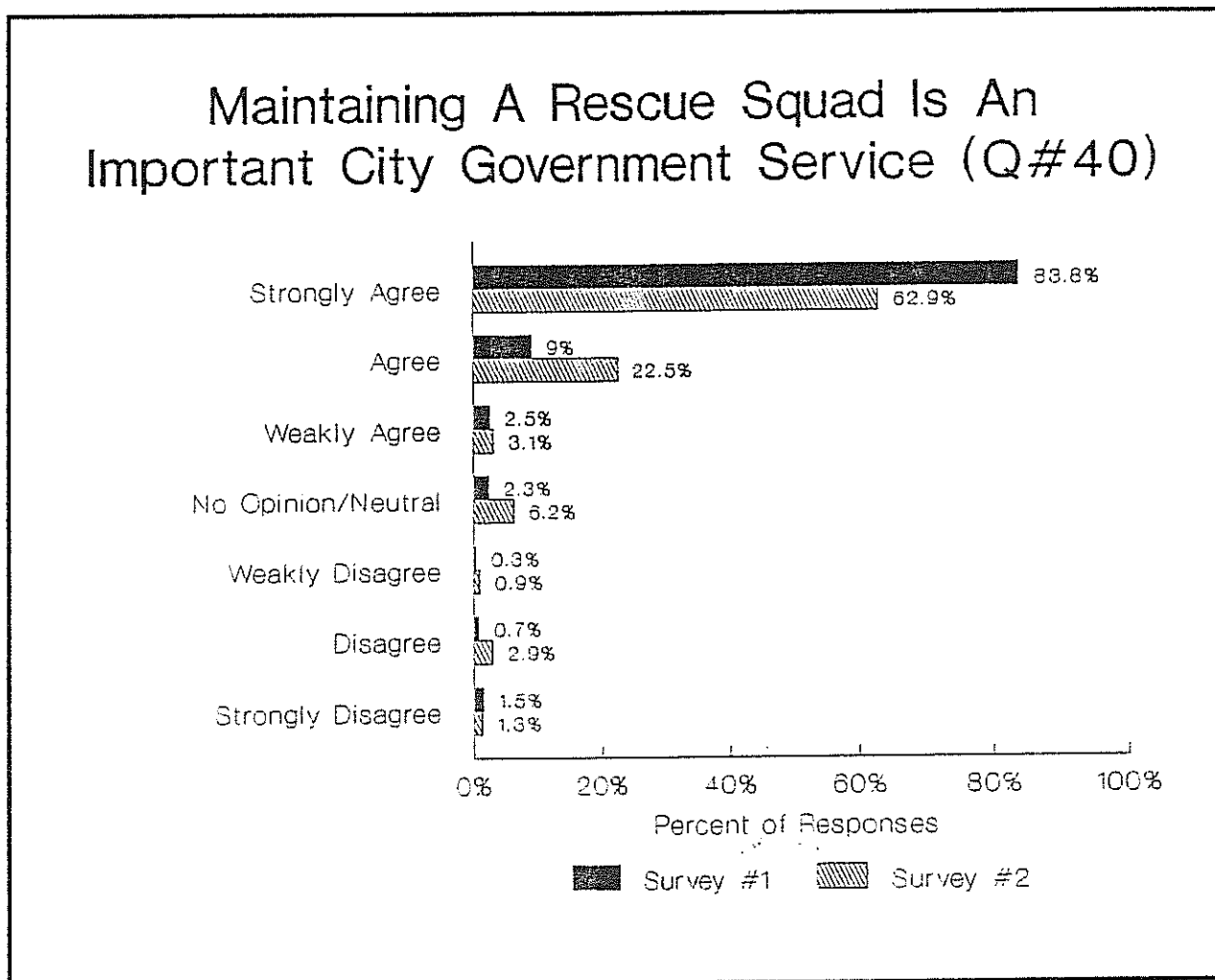
Although nine of ten respondents believe maintaining a rescue squad is an important service, a statistically significant decline in that agreement has occurred between Survey I and Survey II (Figure 56). The normalized mean for Survey II is 2.26 equating to a position between agree and strongly agree. The normalized mean for Survey I was 2.66.

Figure 56



The breadth of the distribution has also changed significantly (Figure 57). The distribution has widened in Survey II and the mean value has shifted towards a position of agree from a position closer to strongly agree in Survey I. The city may wish to investigate why this shift has occurred.

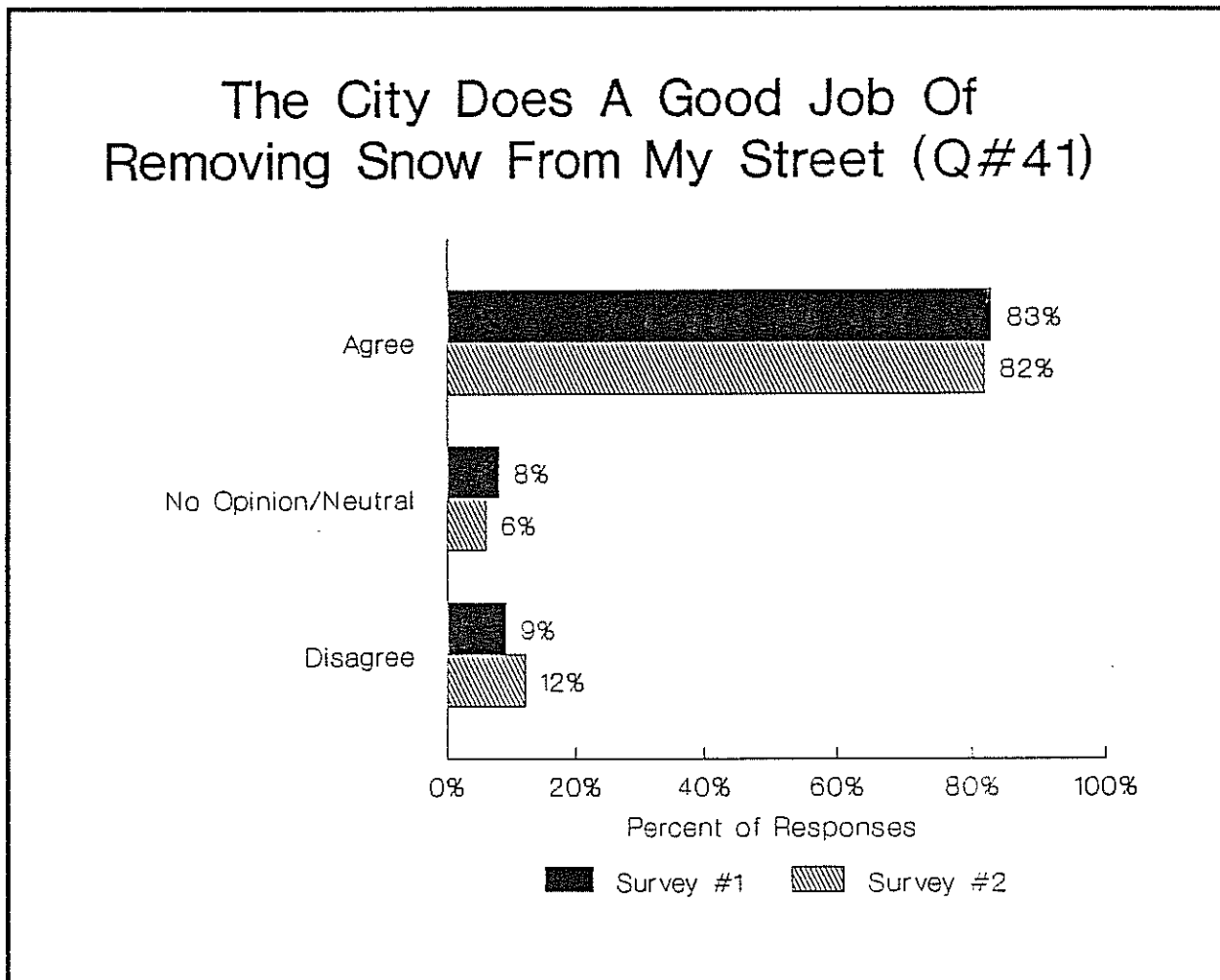
Figure 57



Snow Removal - Streets

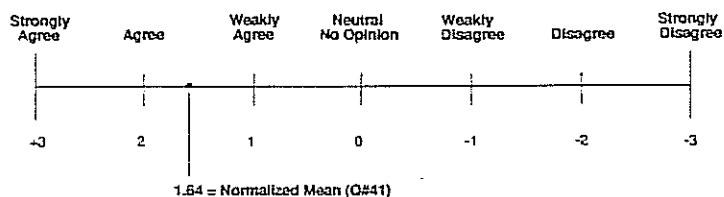
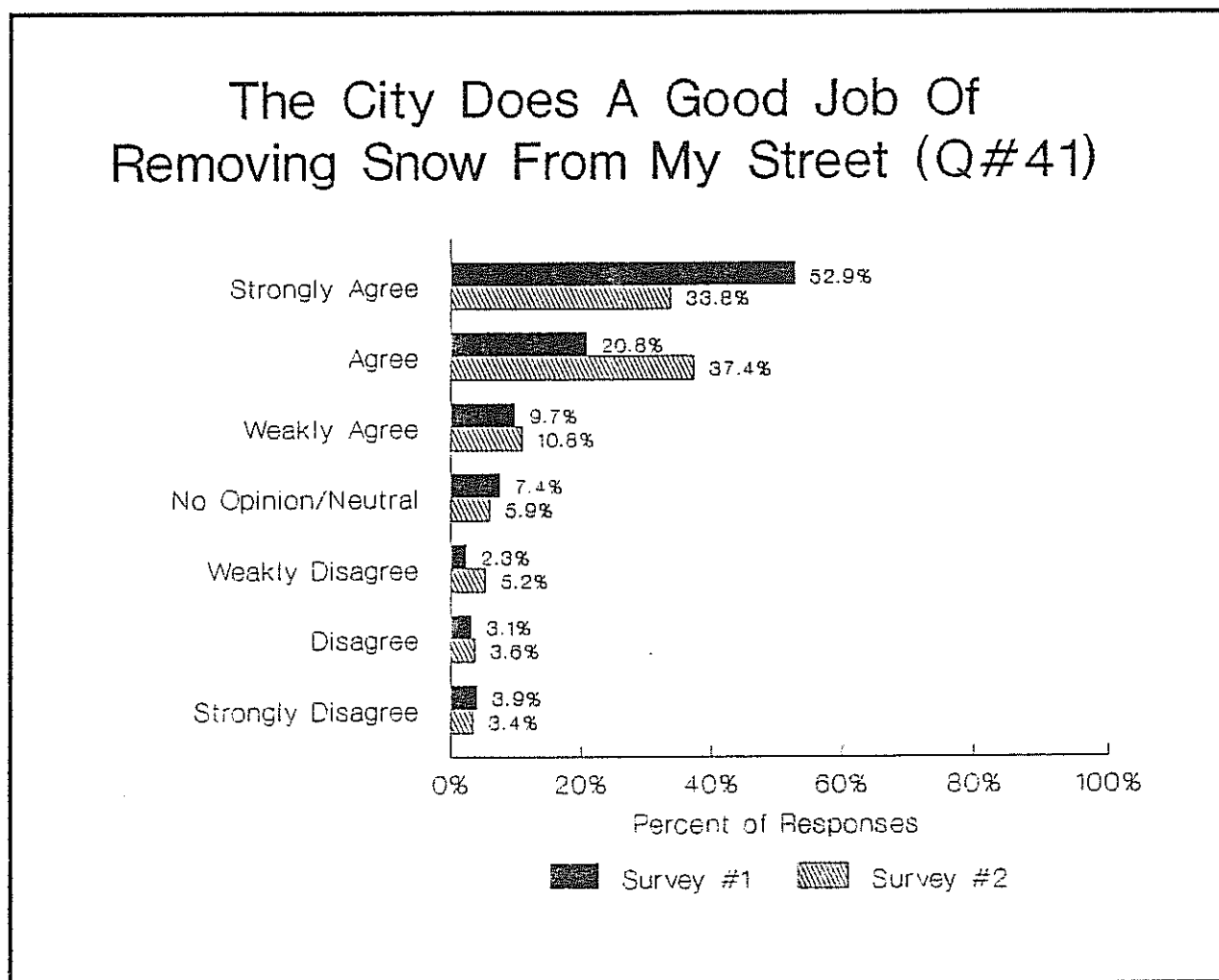
Although subtle a statistically significant change has occurred between responses in Survey I and Survey II regarding the performance of the city on snow removal from streets (Figure 58). Respondents in Survey II are not as strong in their opinion of the city's performance on snow removal from the streets as evidenced by significantly less respondents indicating strongly agree in Survey II and significantly more respondents indicating agree than in Survey I (Figure 59).

Figure 58



The normalized mean for Survey II is 1.64 equating to a position between weakly agree and agree. The normalized mean for Survey I was 1.90. Although the overall agreement of respondents to Survey I and Survey II are very similar it may be of interest to the city to know why opinion has softened regarding this service.

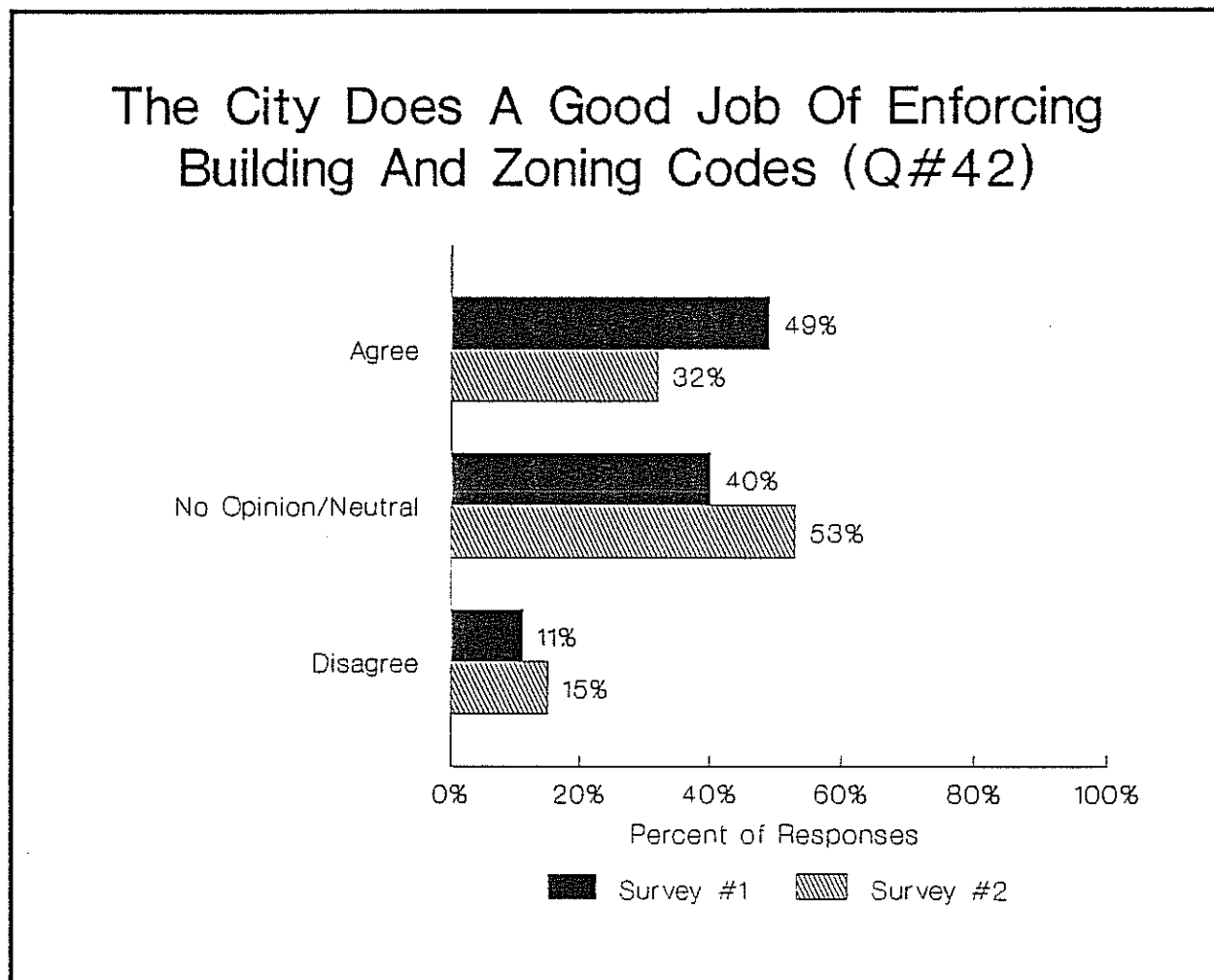
Figure 59



Building and Zoning Codes

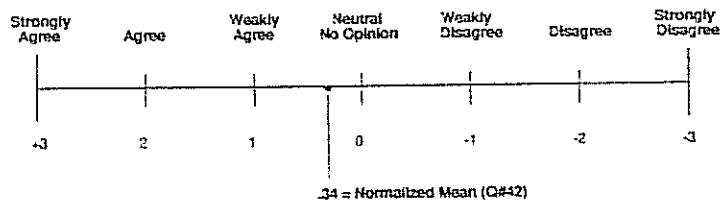
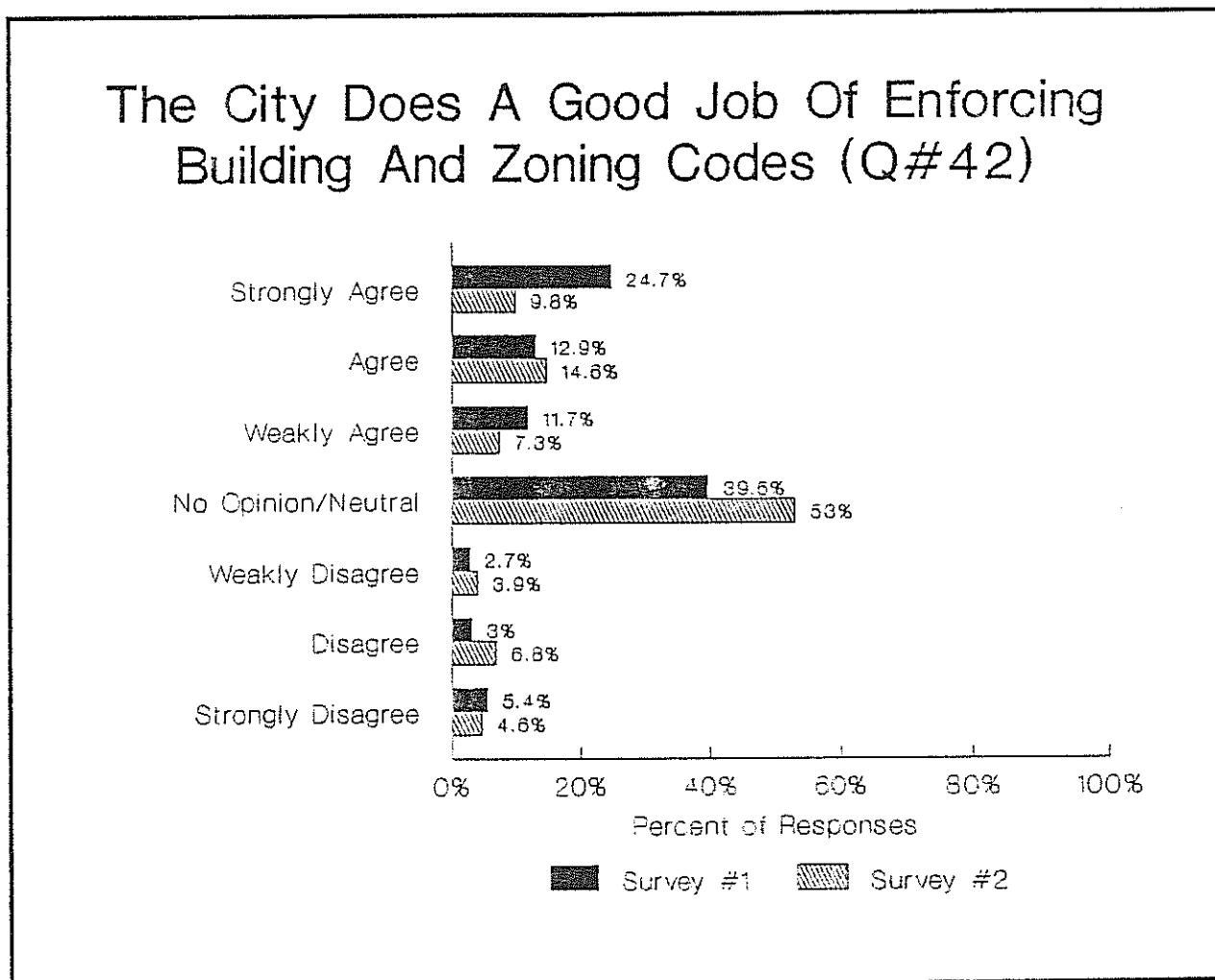
A statistically significant change has occurred in the perception of respondents to Survey II compared to respondents to Survey I regarding enforcement by the city of building and zoning codes. The movement of opinion in Survey II is towards a no opinion/neutral position and a concurrent decline in a position of agreement (Figures 60 and 61). Many of the respondents to Survey II may not have a reason to have knowledge of building and zoning codes in Manistee resulting in a neutral or no opinion position.

Figure 60



The normalized mean for Survey II is .34 equating to a position between neutral and weakly agree. The normalized mean for Survey I was .87.

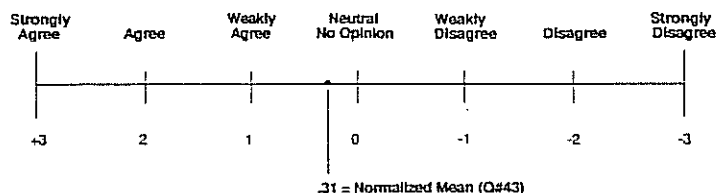
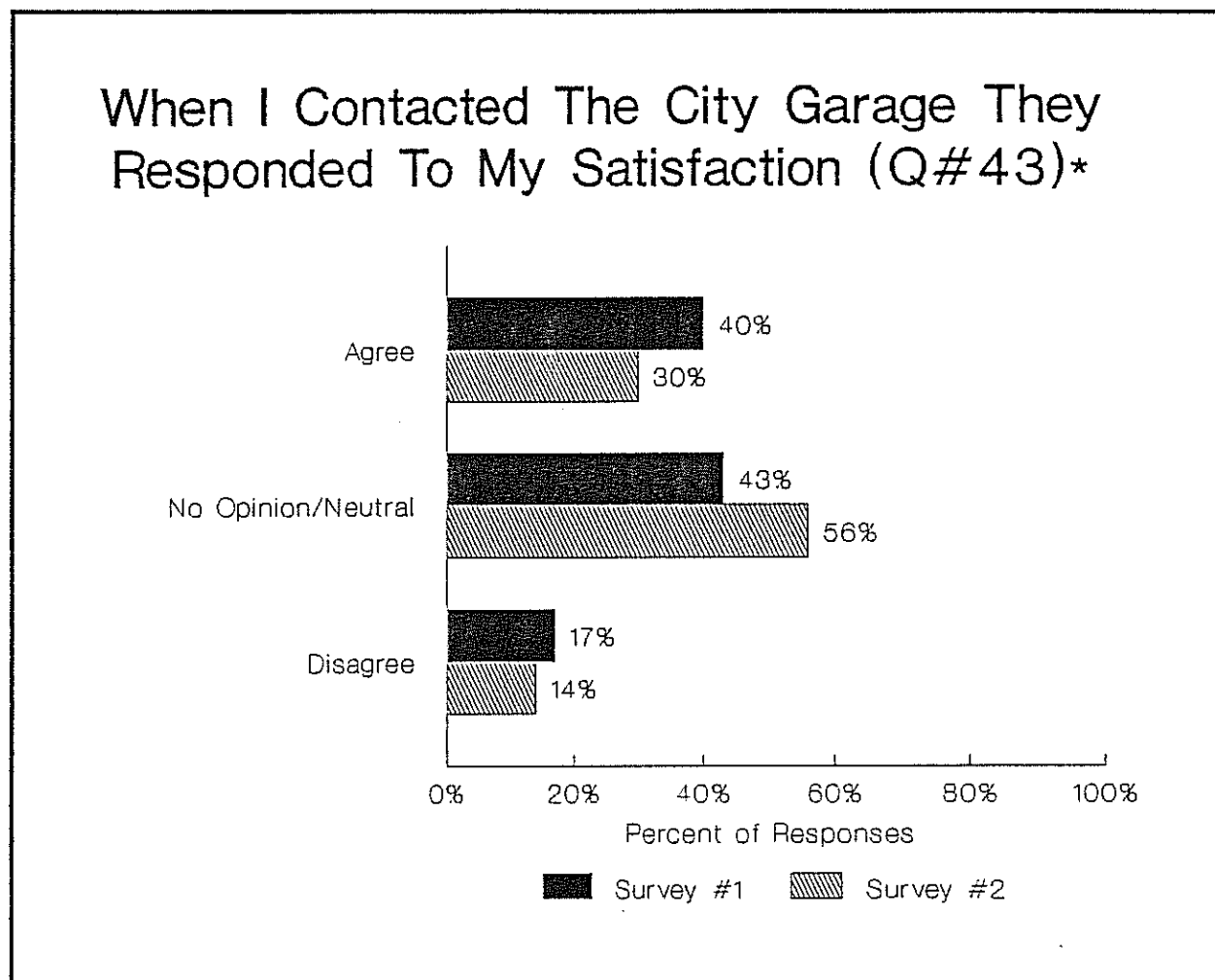
Figure 61



City Garage

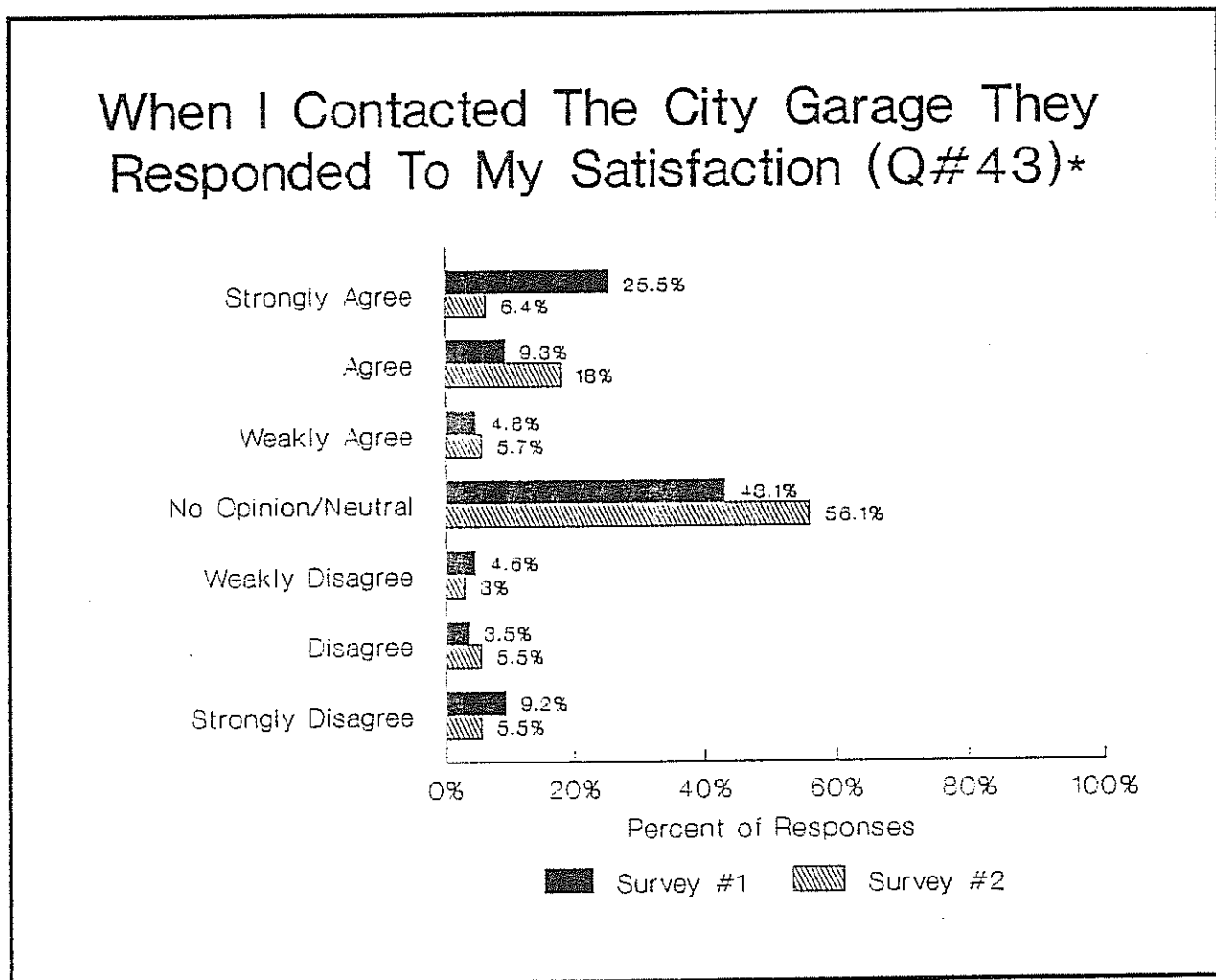
A statistically significant decline in opinion occurred between respondents to Survey I and Survey II regarding their satisfaction with the response of the city garage. A larger percentage of respondents in Survey II indicated no opinion or a neutral position than in Survey I. A smaller percentage of respondents in Survey II indicated agreement than in Survey I (Figures 62 and 63). The normalized mean for Survey II is .31 equating to a position between neutral and weakly agree. The normalized mean for Survey I was .61.

Figure 62



A statistically significant narrowing in the breadth of the distribution has also occurred in Survey II. Since the percentage of respondents who were not satisfied did not increase in Survey II (Figure 62), it's possible many of the respondents have not had to contact the city garage resulting in the increase in no opinion and neutral responses to Survey II.

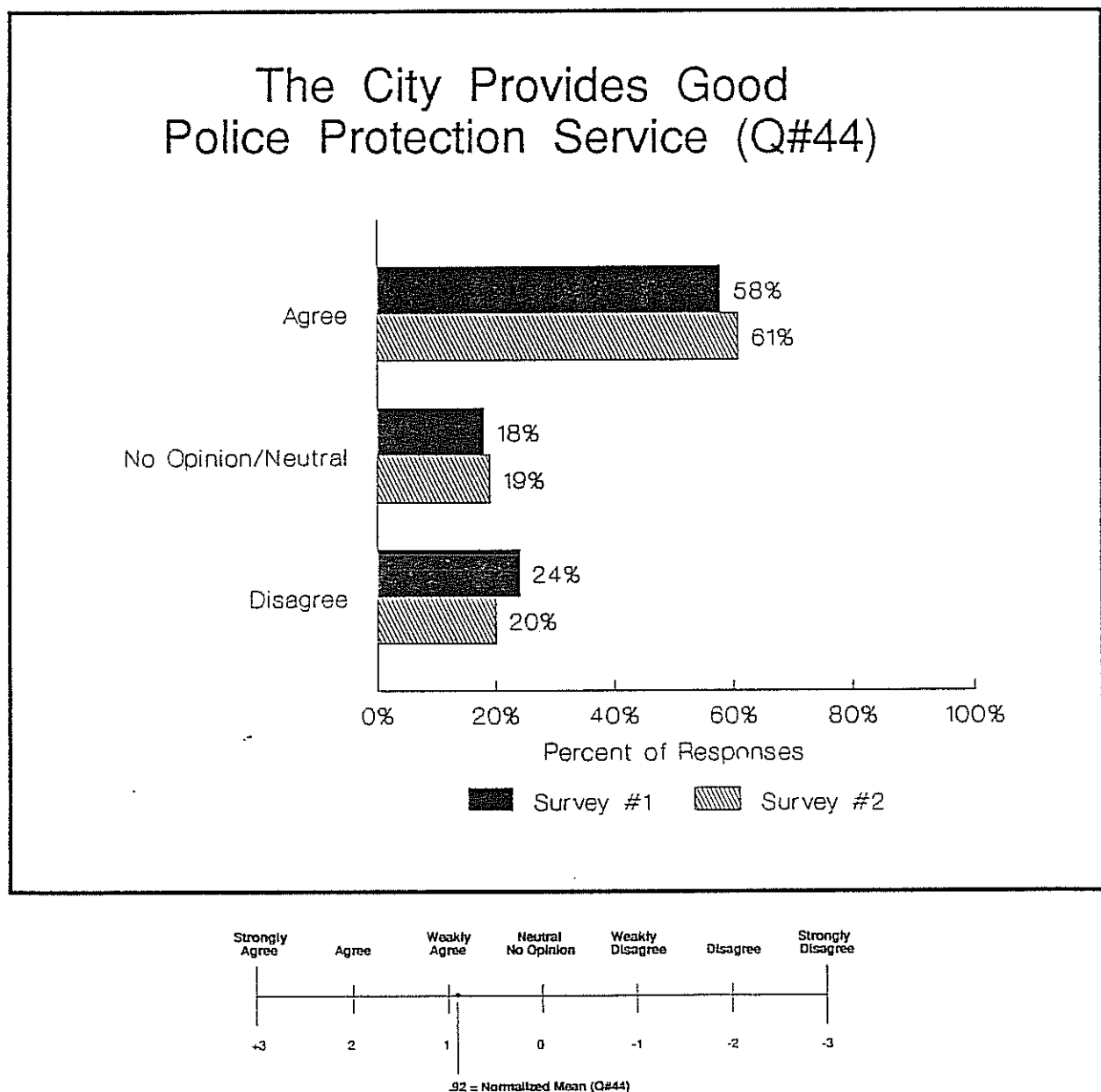
Figure 63



Police Protection

Respondents to both surveys were similar in their opinion regarding city police protection (Figure 64). Approximately two-thirds of the respondents in both surveys agree the city provides good police protection. The normalized mean for Survey II is .92 equating to a position approximating weakly agree.

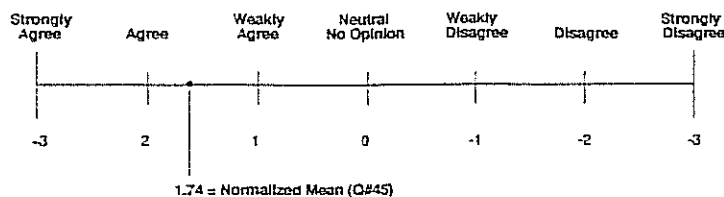
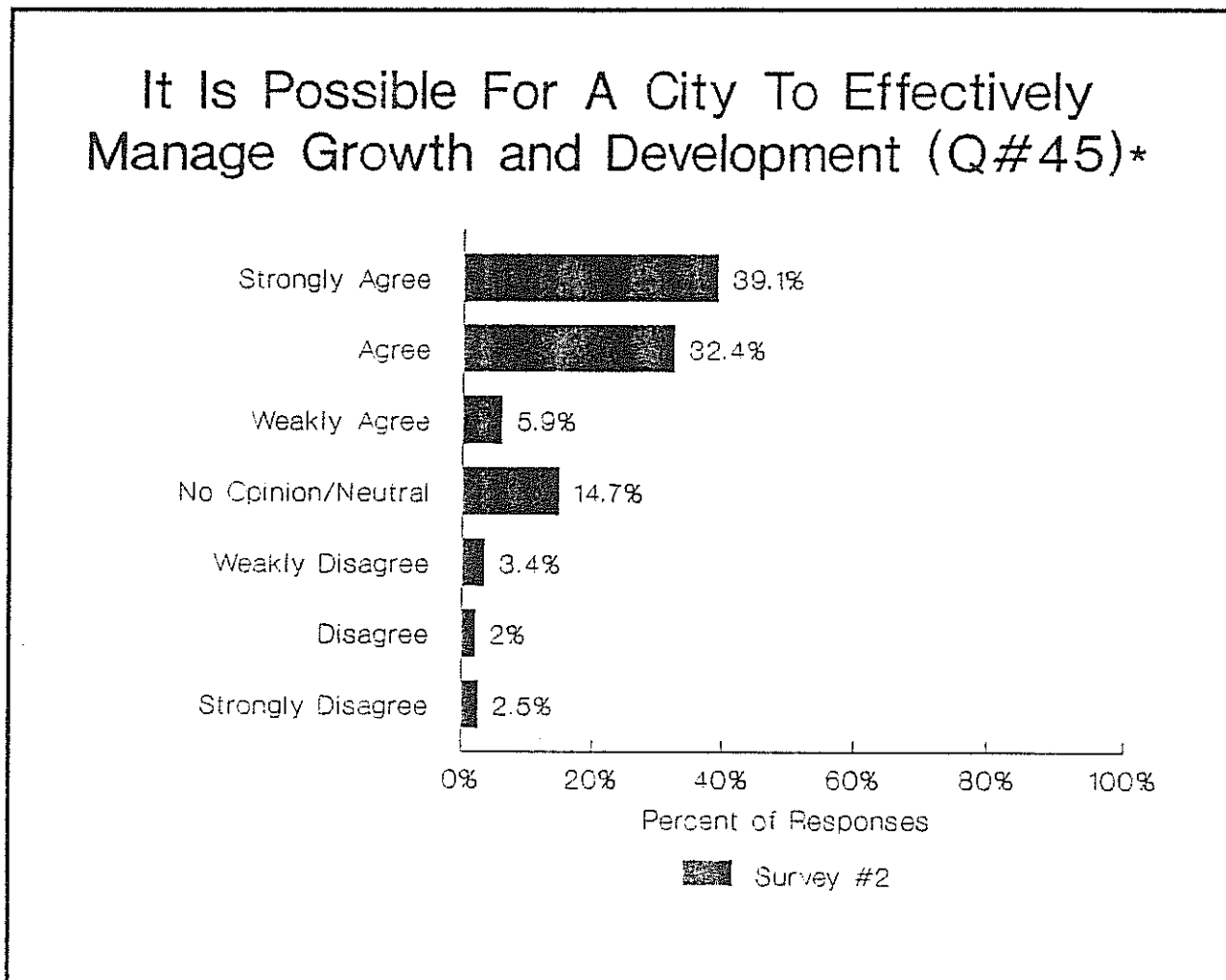
Figure 64



Growth and Development

When respondents to Survey II were asked if it is possible for a city to effectively manage growth and development, over three-fourths of the respondents agreed (Figure 65). The normalized mean for Survey II is 1.74 equating to a position between weakly agree and agree.

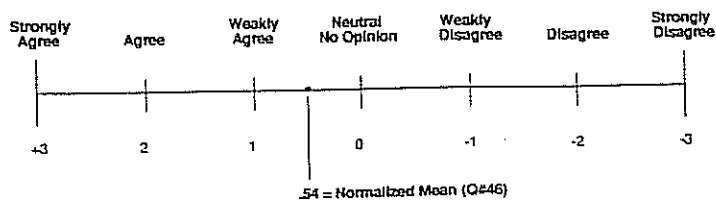
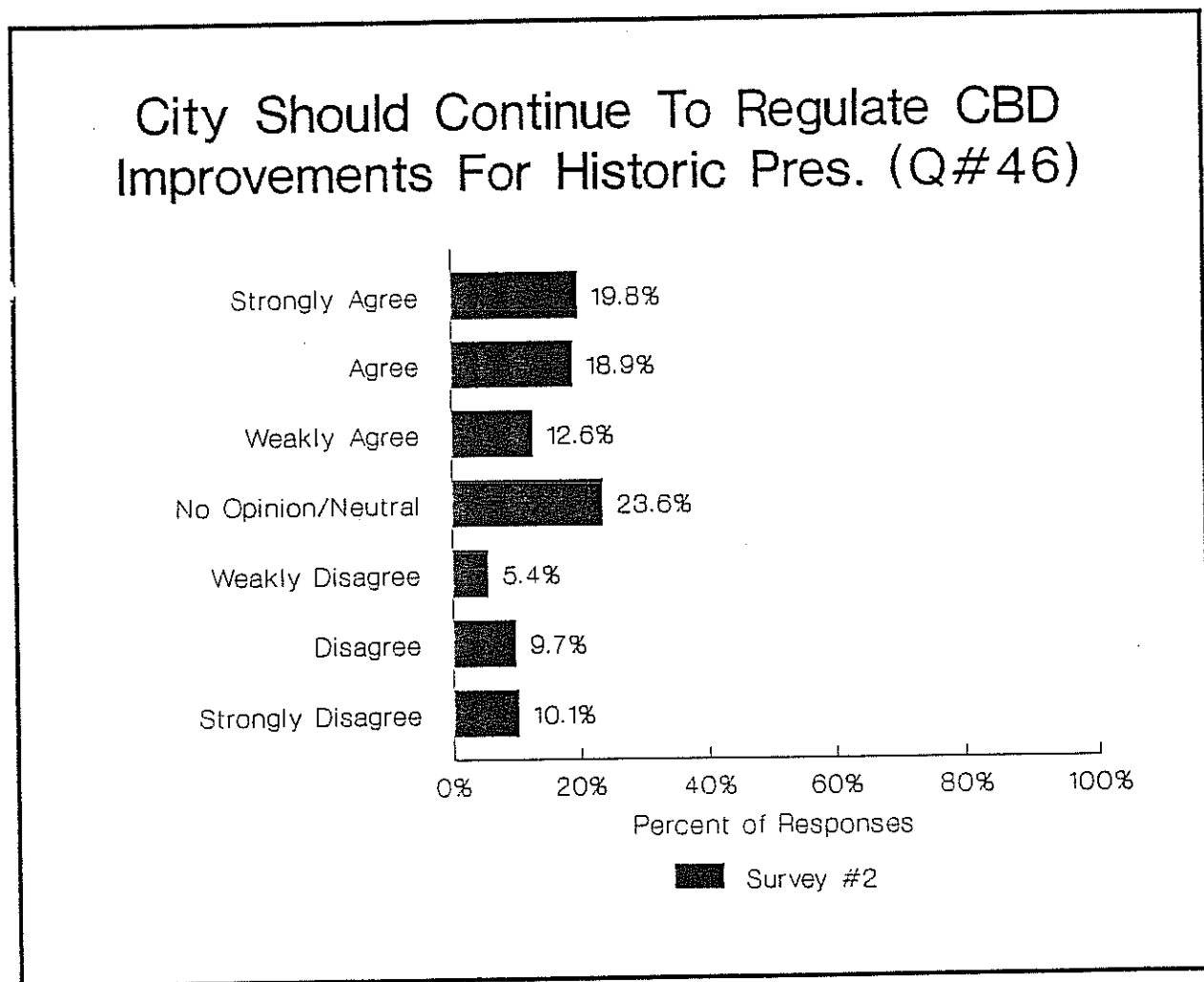
Figure 65



Regulate Central Business District Improvements

When respondents to Survey II were asked if the city should continue to regulate Central Business District (CBD) improvements for historic preservation purposes, over half agreed and one in four disagreed (Figure 66). The normalized mean for Survey II is .54 equating to a position midway between neutral and weakly agree. The city may wish to review its current policy regarding historic preservation measures in the CBD.

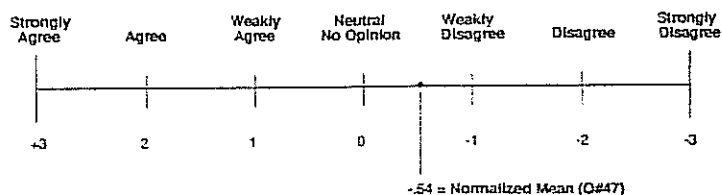
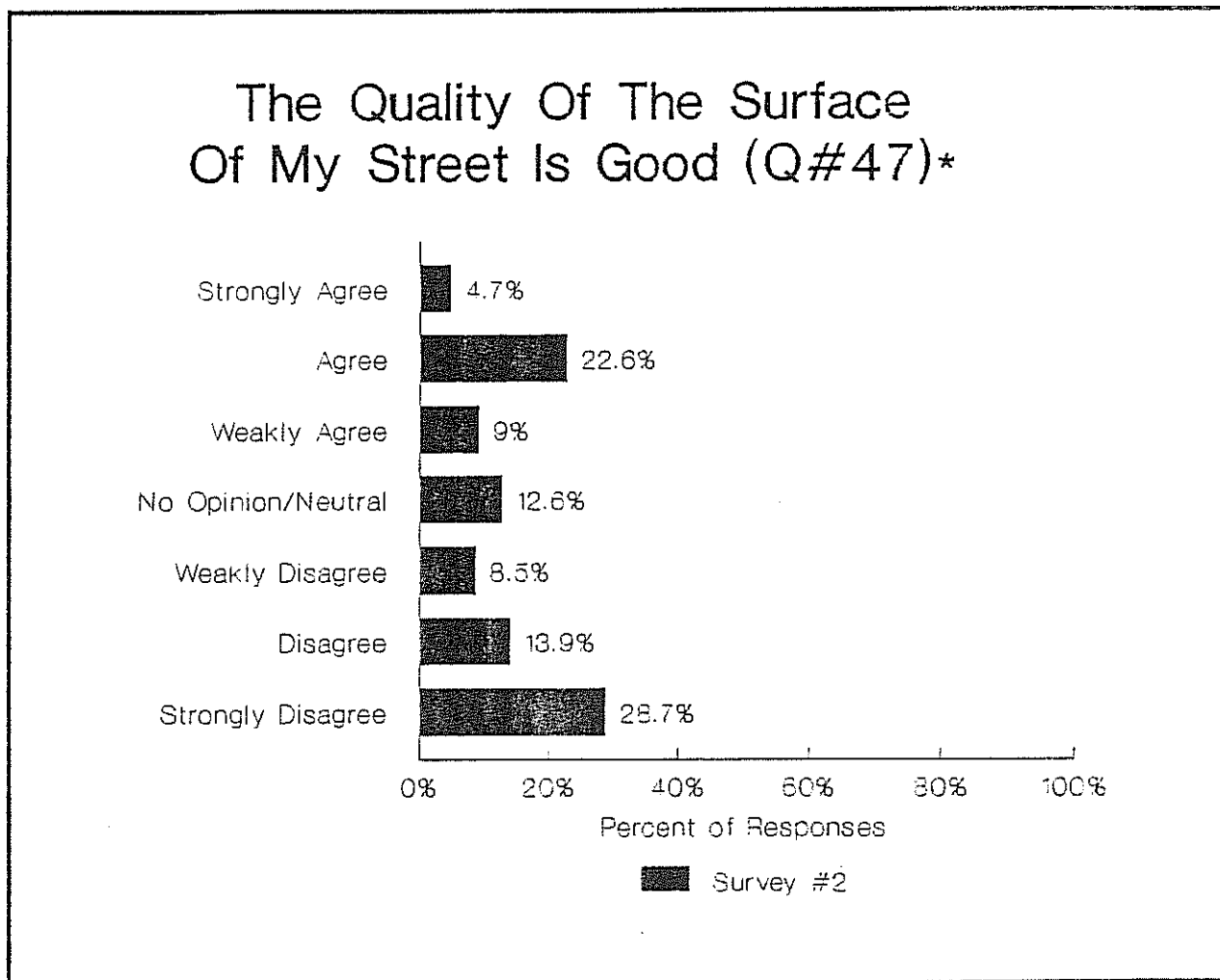
Figure 66



Street Surfaces

A majority disagreed when respondents to Survey II were asked if the quality of the surface of their street was good (Figure 67). The normalized mean for Survey II is -.54 equating to a position midway between neutral and weakly disagree. The city may need to either review their existing capital improvement plan or may need to develop one to address the perceived need for street improvements.

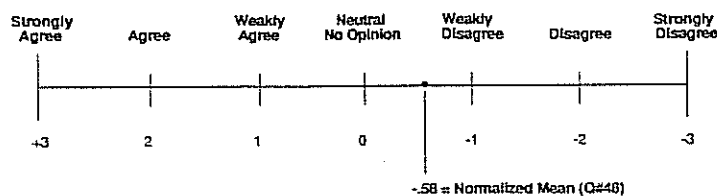
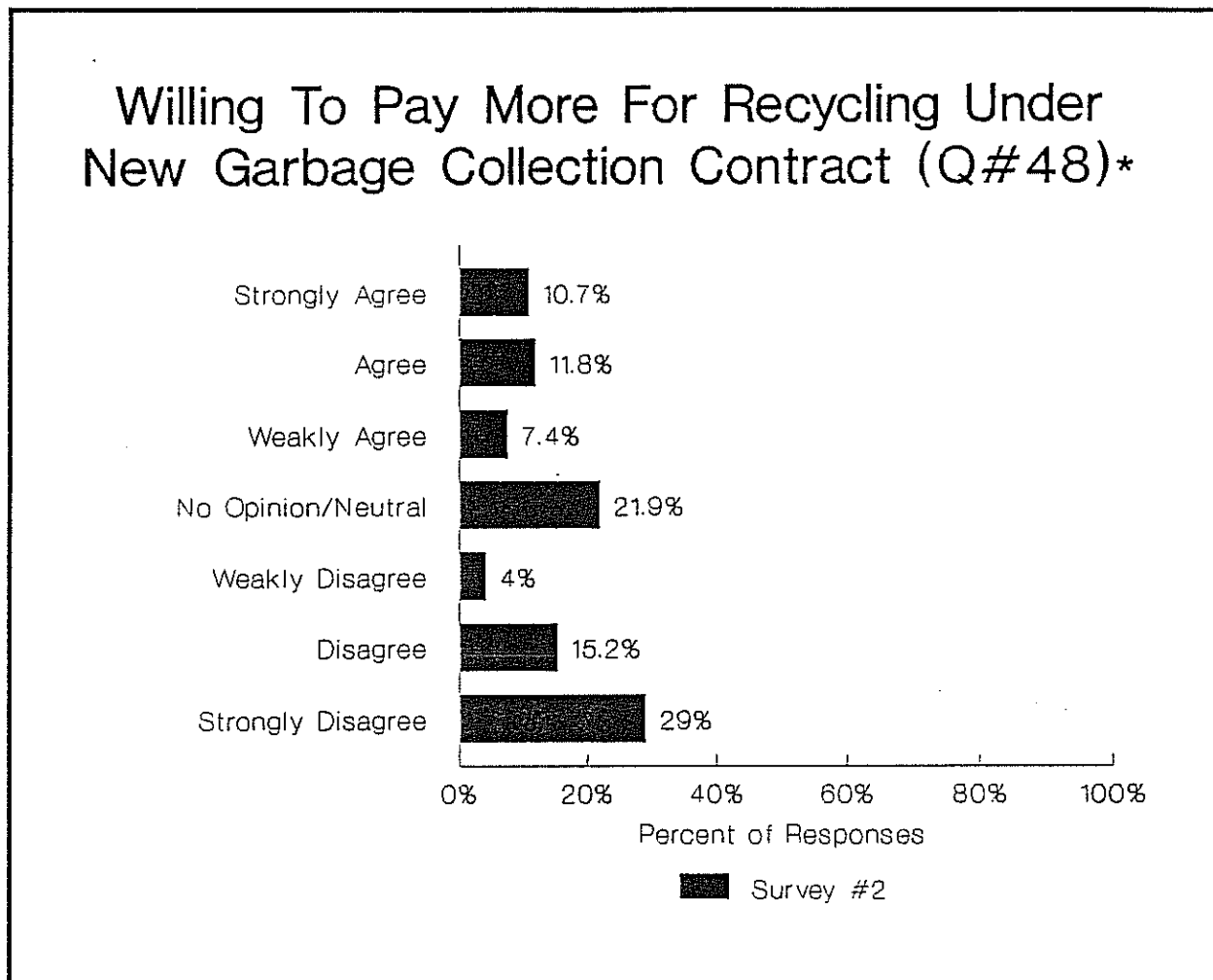
Figure 67



Recycling Program

A plurality of the respondents disagreed when asked if they were willing to pay more for recycling under a new garbage collection contract (Figure 68). The normalized mean for Survey II is $-.58$ equating to a position midway between neutral and weakly disagree. A large percentage of the citizens may not be willing to increase their garbage collection costs in order to implement a recycling program.

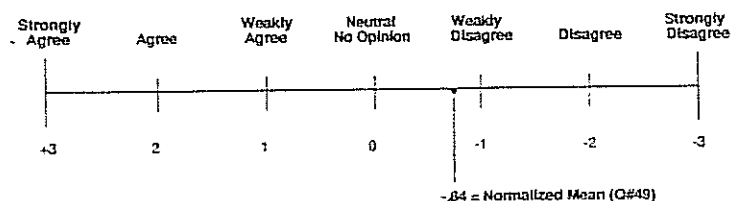
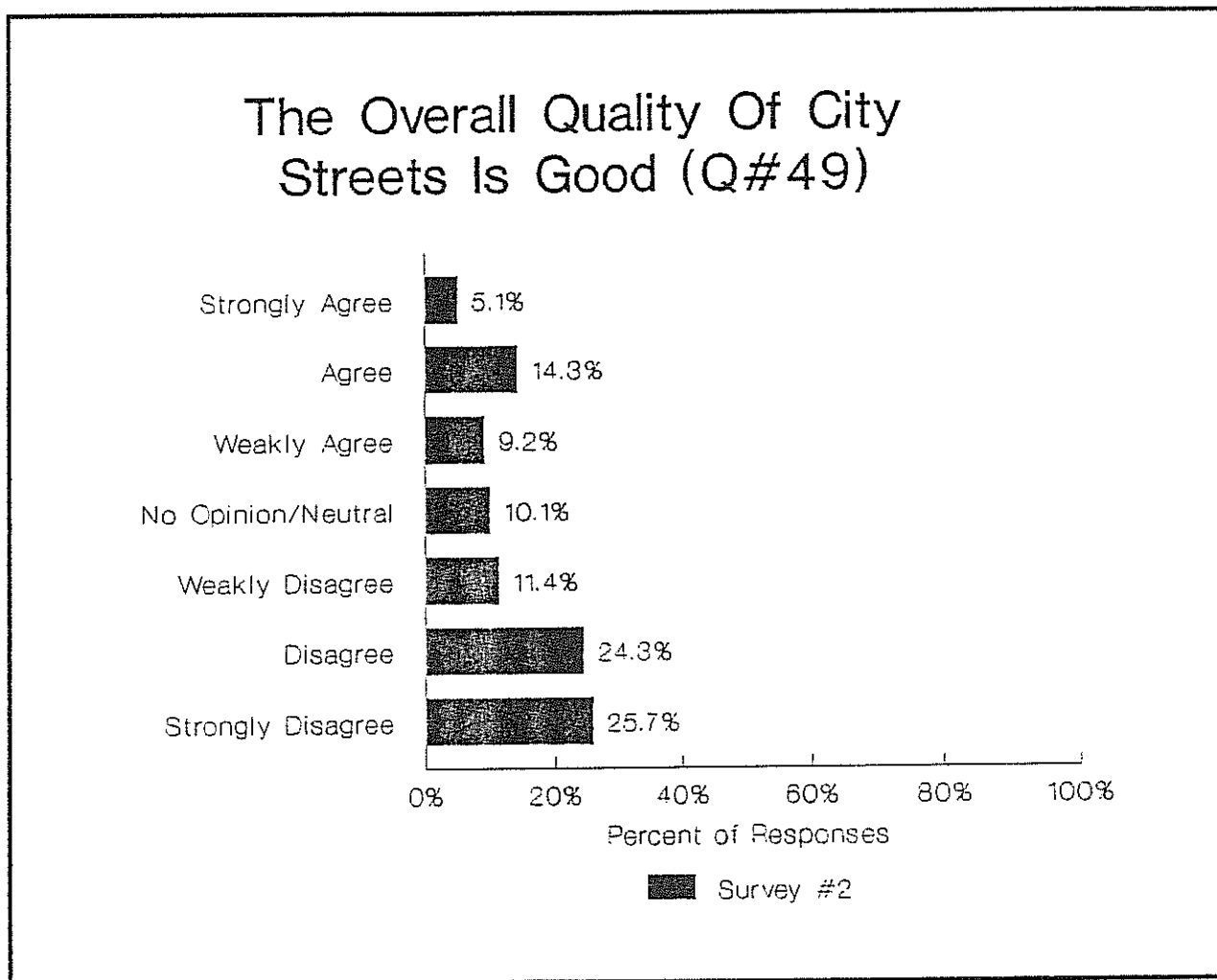
Figure 68



Quality of City Streets

The opinion of approximately two-thirds of the respondents to Survey II is the overall quality of city streets is not good (Figure 69). The normalized mean for Survey II is $-.84$ equating to a position between neutral and weakly disagree. The city may wish to review its capital improvement program regarding street improvements.

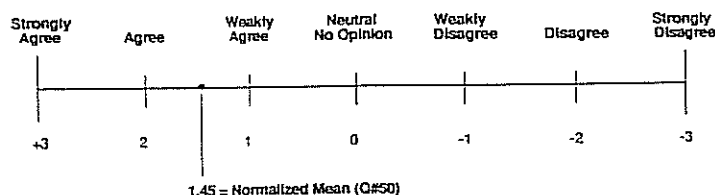
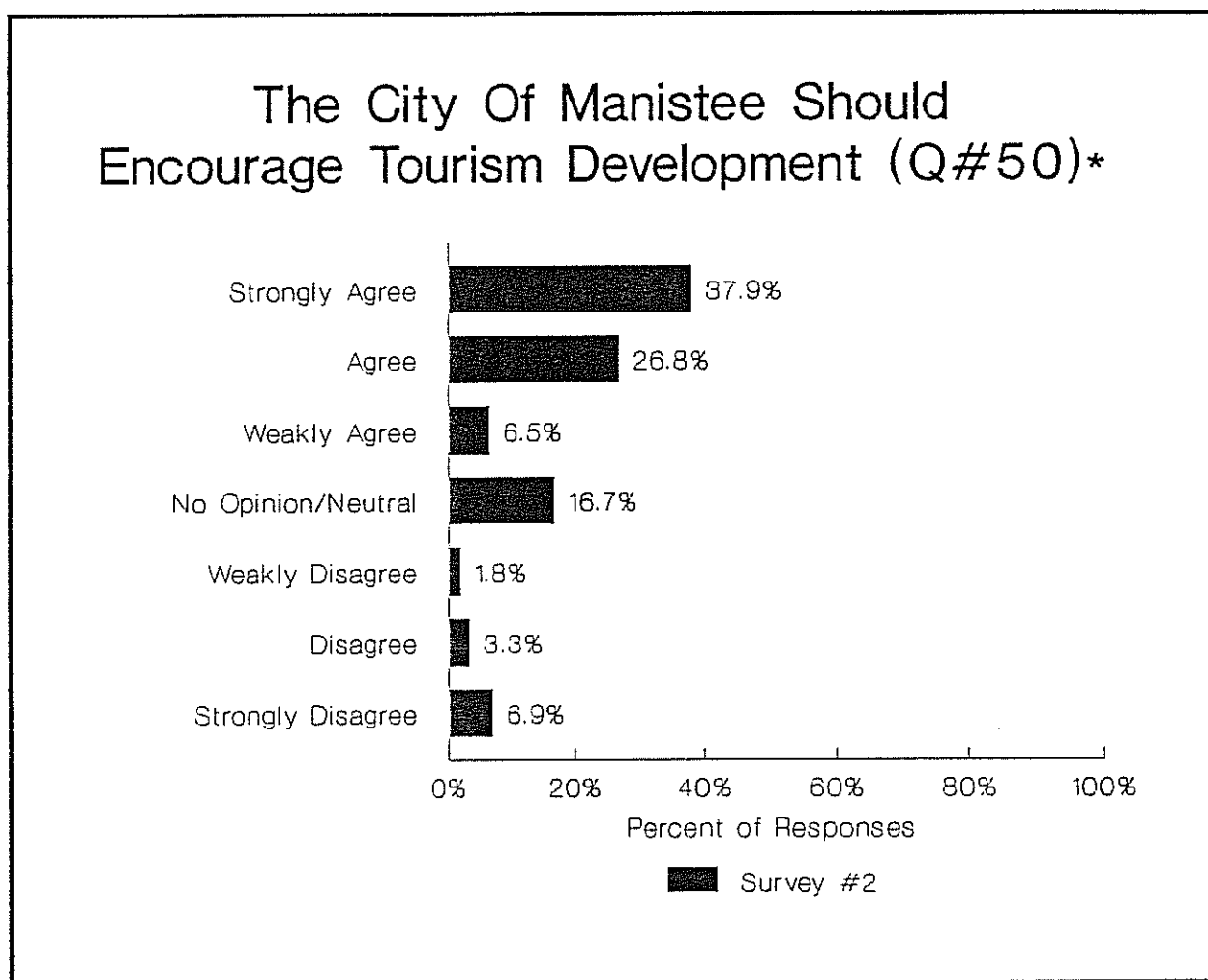
Figure 69



Tourism Development

The opinion of approximately three-fourths of the respondents to Survey II is the city should encourage tourism development (Figure 70). The normalized mean for Survey II is 1.45 equating to a position between weakly agree and agree. The city may wish to refer to this consensus of opinion when considering further development of programs, services, and facilities to enhance tourism activities.

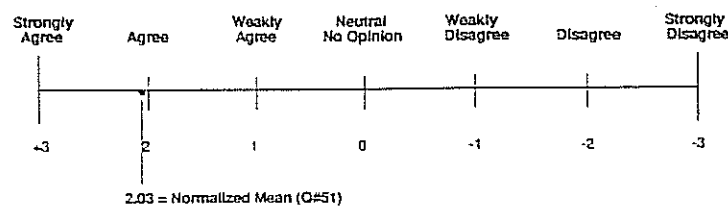
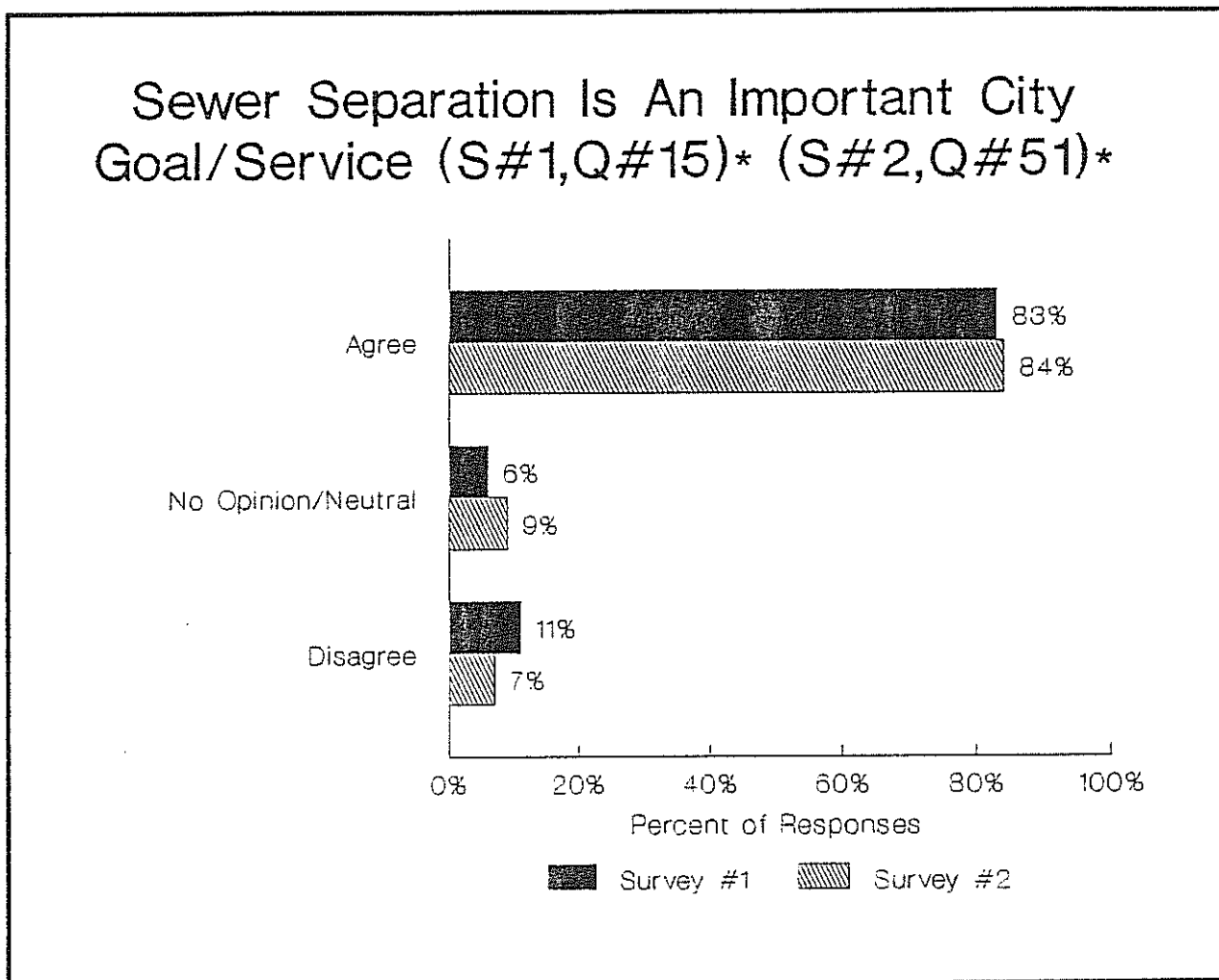
Figure 70



Sewer Separation

The opinions of over three-fourths of the respondents to Surveys I and II were in agreement sewer separation is an important city goal/service (Figure 71). The normalized mean for Survey II is 2.03 equating to a position of agreement.

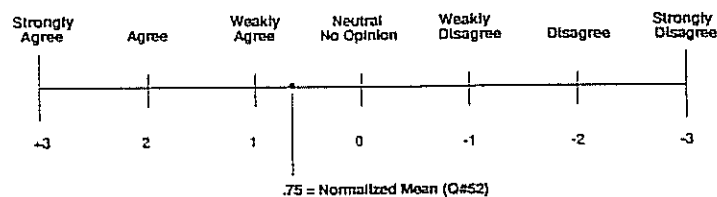
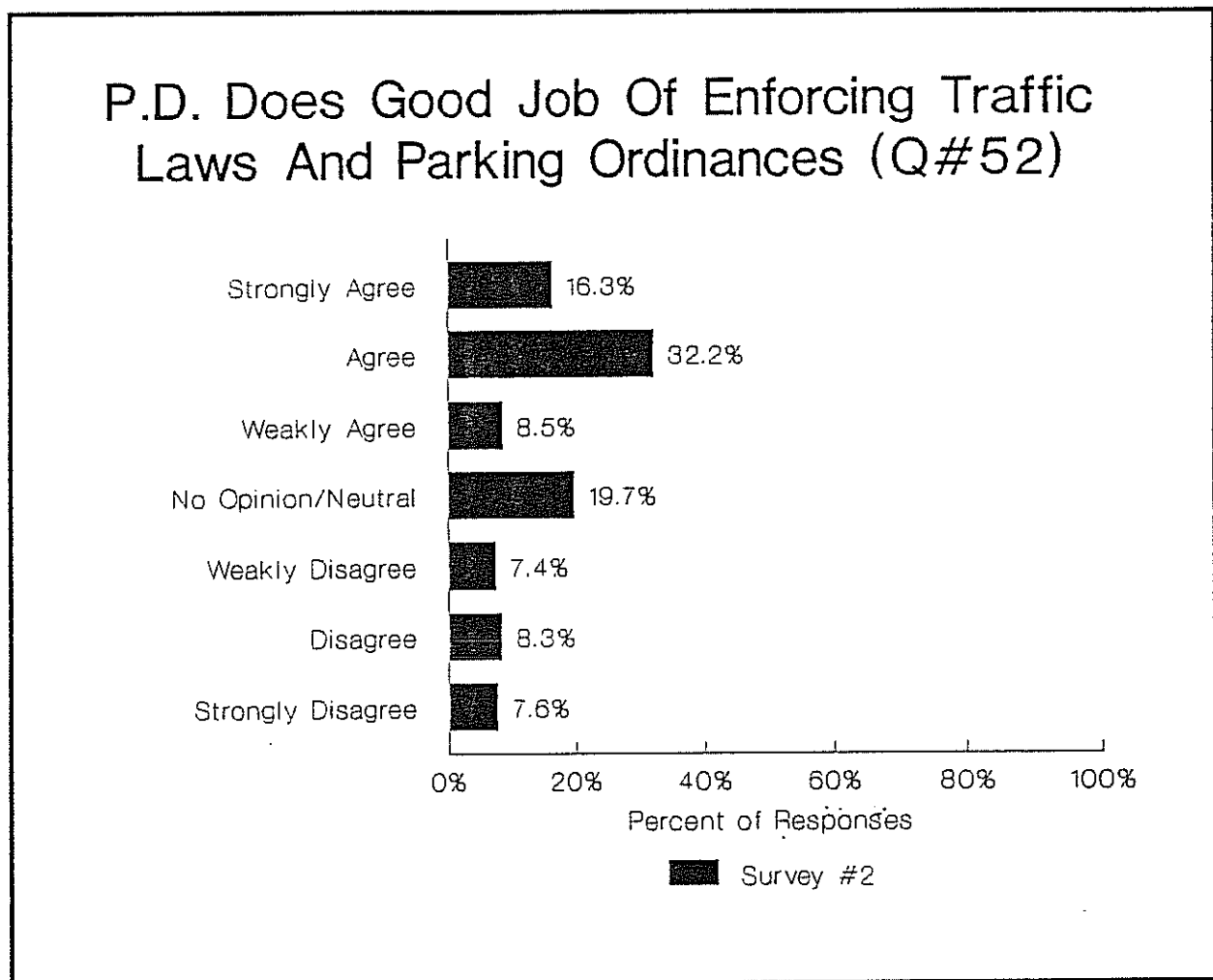
Figure 71



Traffic Laws/Parking Ordinances

A majority of the respondents to Survey II indicated they agree the police department is doing a good job of enforcing traffic laws and parking ordinances (Figure 72). Approximately one in four respondents disagreed. The normalized mean for Survey II is .75 equating to a position between neutral and weakly agree. The city may wish to review its traffic and parking ordinances and their enforcement.

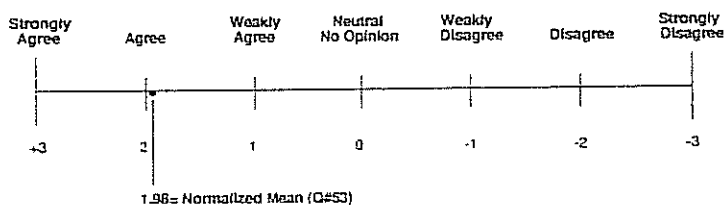
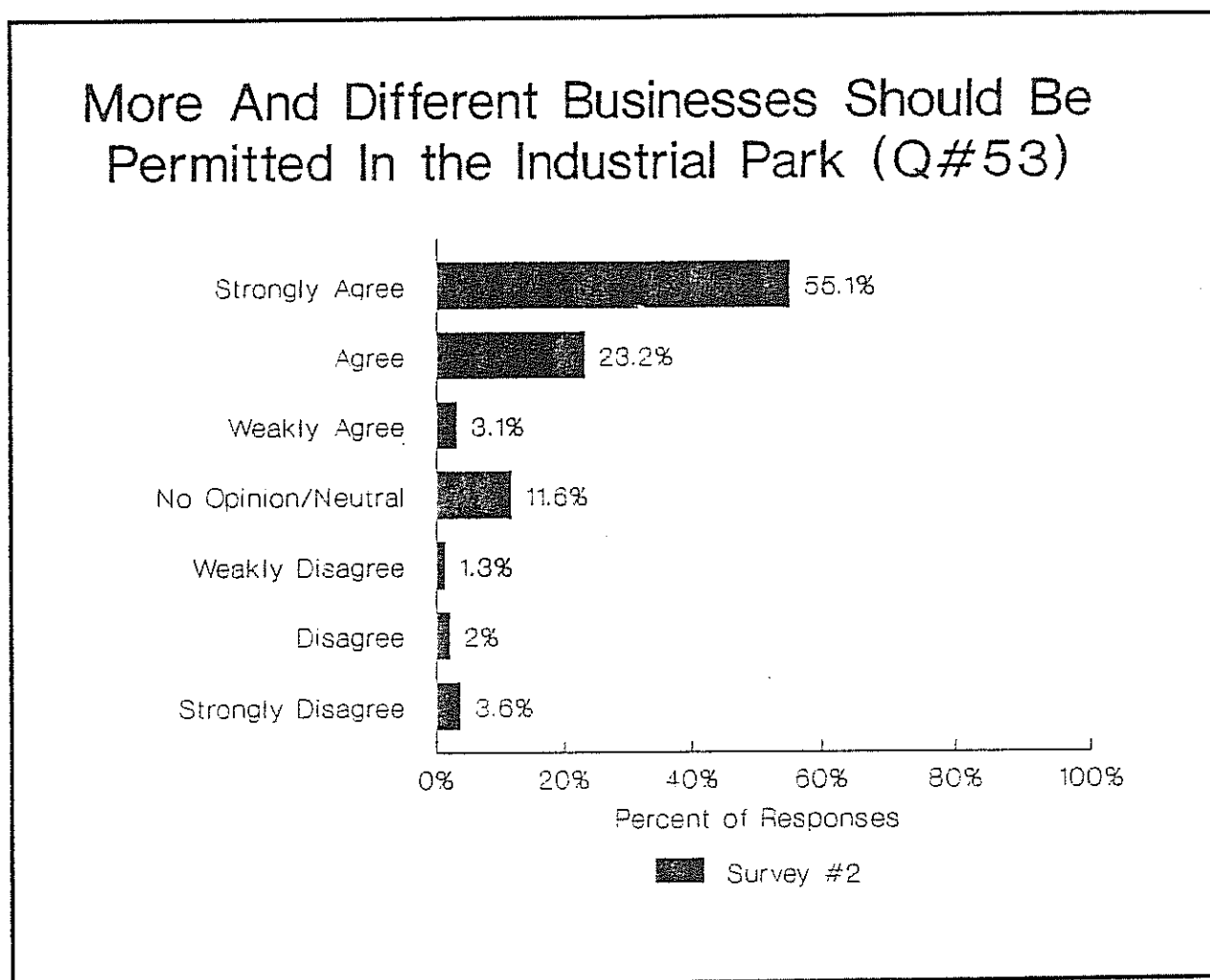
Figure 72



Industrial Park

The opinions of over three-fourths of the respondents to Survey II are more and different businesses should be permitted in the Manistee Industrial Park (Figure 73). A majority of respondents strongly agreed. The normalized mean for Survey II is 1.98 equating to a position of agreement. The city may wish to review its current policies regarding the Industrial Park.

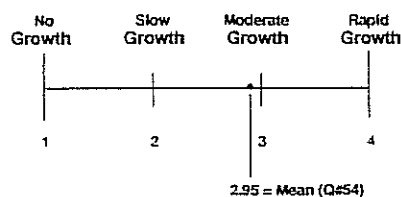
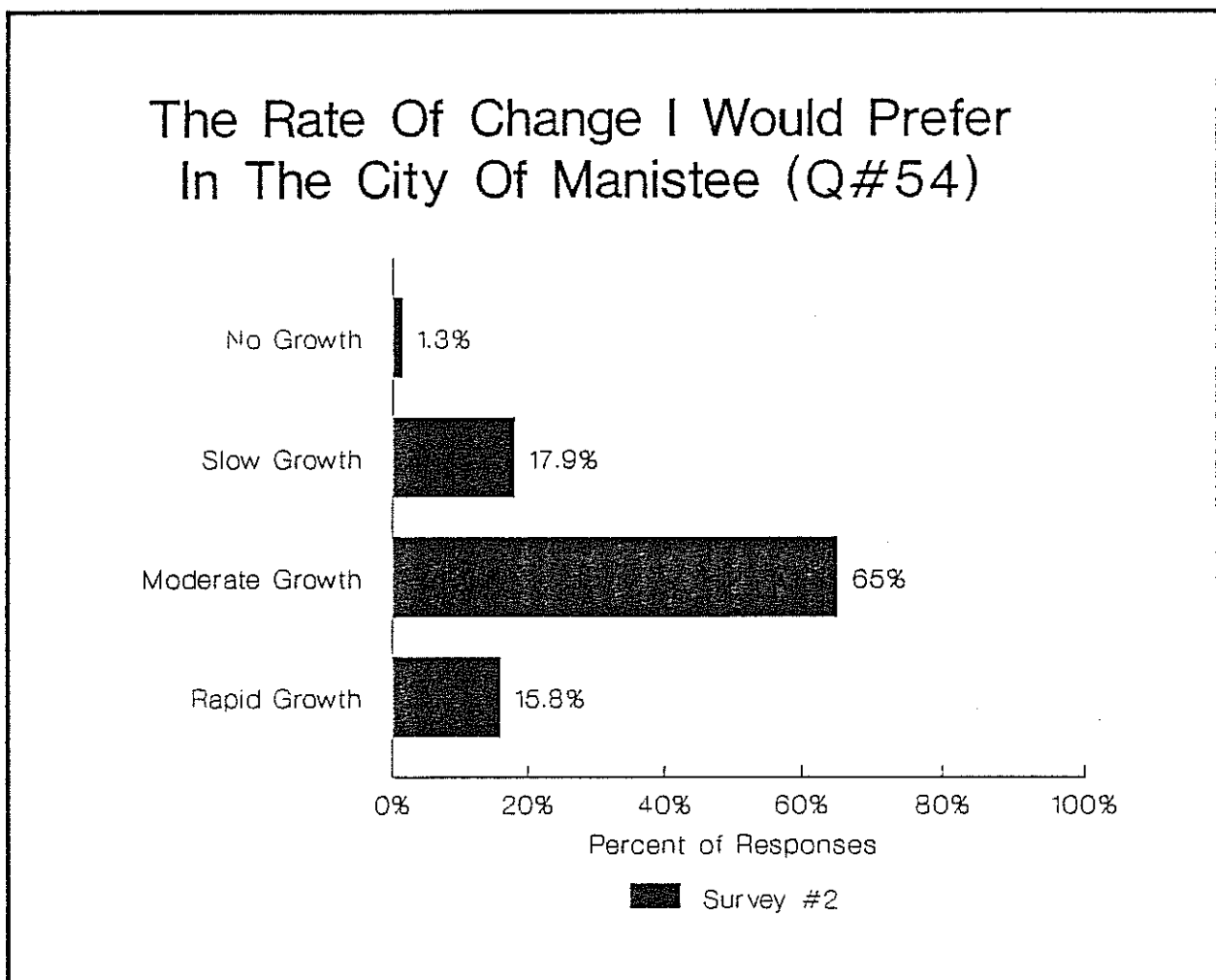
Figure 73



Rate of Change

The opinions of less than two percent of the respondents to Survey II believe the city should not grow (Figure 74). The opinions of two-thirds of the respondents to Survey II are in support of moderate growth. The mean for Survey II is 2.95 equating to a position of moderate growth. The citizens appear to have expressed a pro growth opinion. A key question is what type of development might they support?

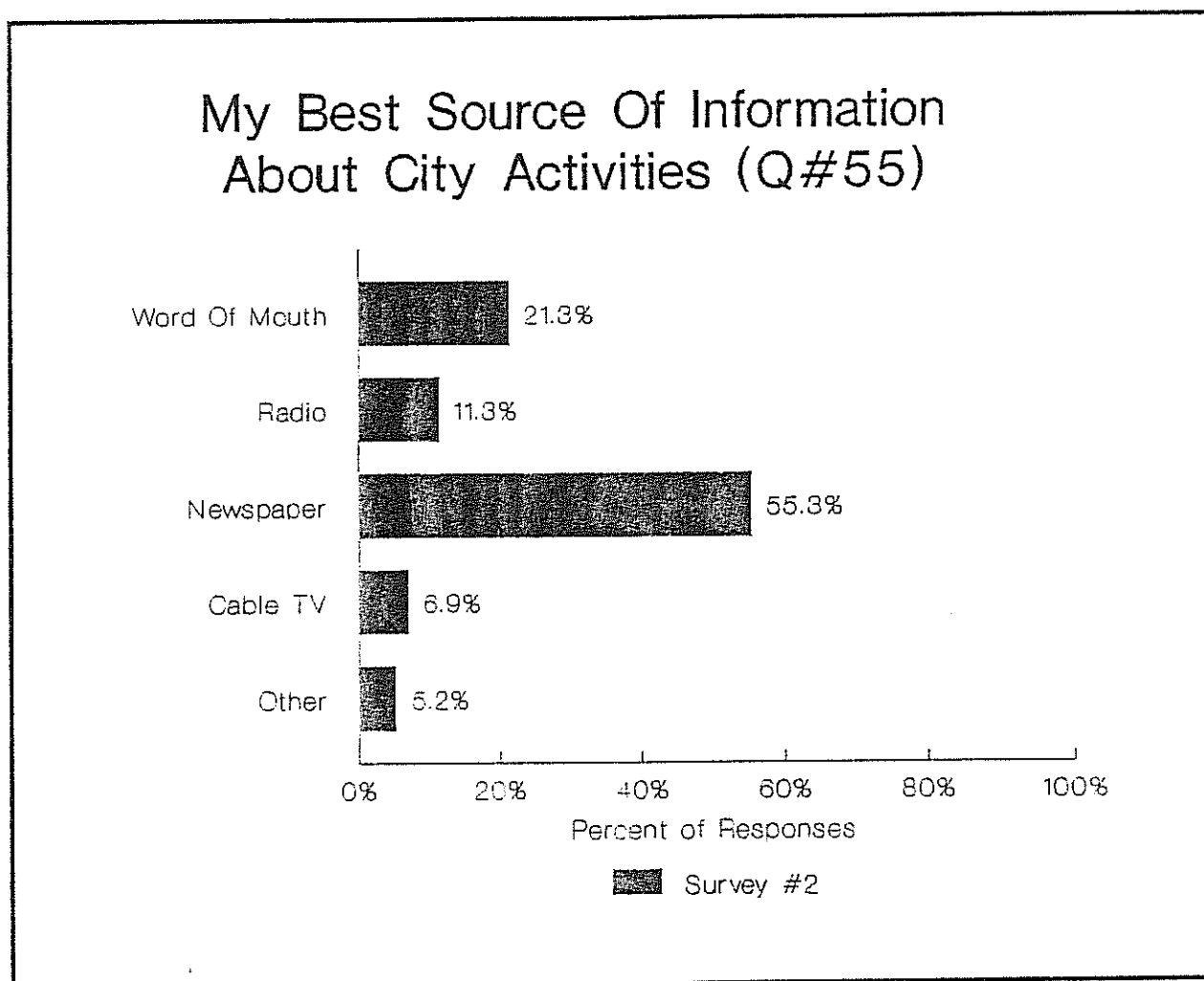
Figure 74



Sources of Information

A majority of the respondents to Survey II indicated their best source of information about city activities is the newspaper (Figure 75). One in five respondents indicated word of mouth is their best source.

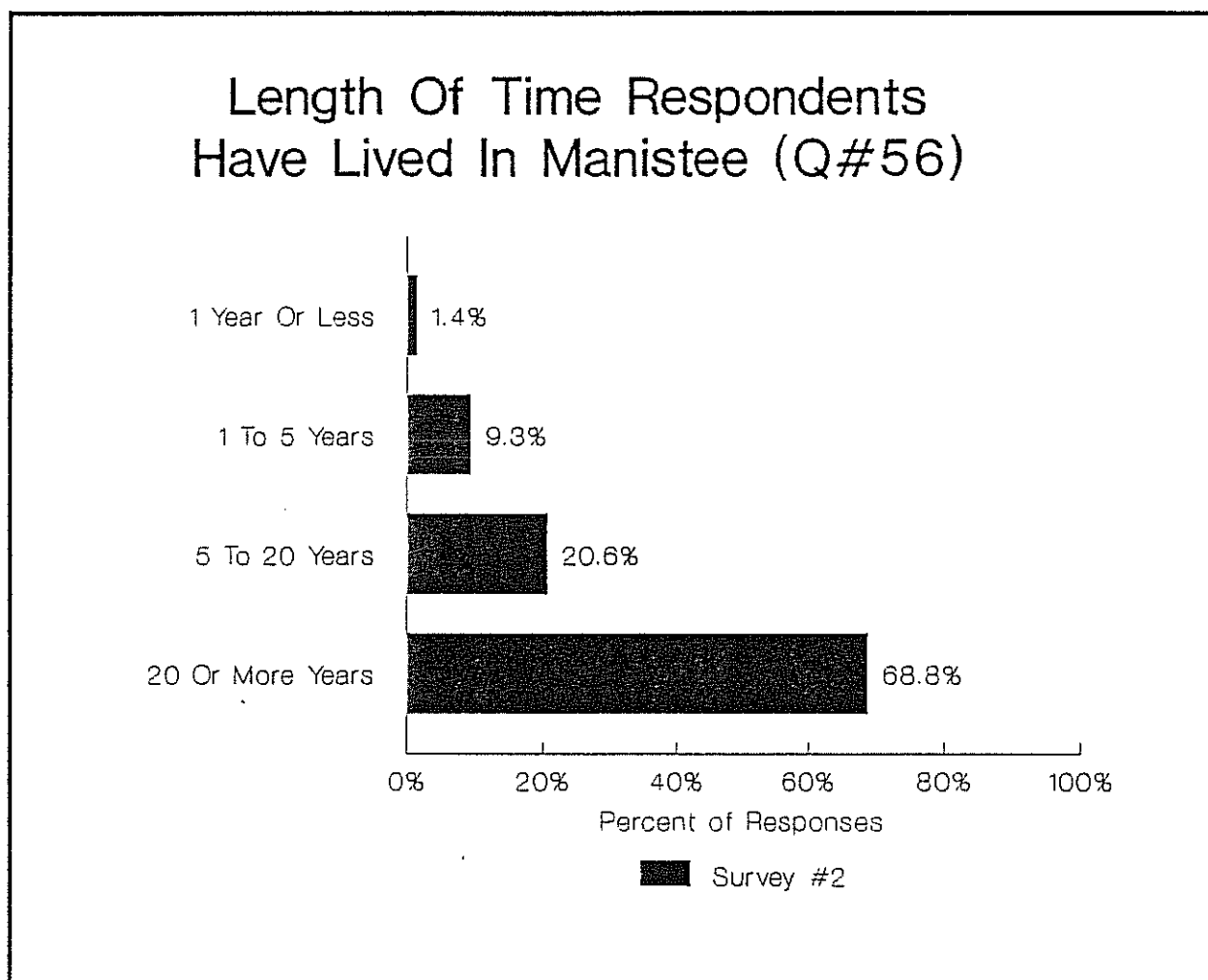
Figure 75



Length of Residence

Over two-thirds of the respondents to Survey II have lived in Manistee over twenty years (Figure 76). One in ten respondents have lived in Manistee less than five years. The average number of years the respondents have lived in Manistee is 36 years. The mean for Survey II of 36 years is similar to the mean of 37.36 years for Survey I. The longest any respondent has lived in Manistee is 89 years. A comparison of residency of the sample population with 1992 estimates of neighborhood mobility in the City of Manistee provided by Donnelley Marketing Services shows greater longevity of residence among the sample population than among the general population of the City of Manistee.

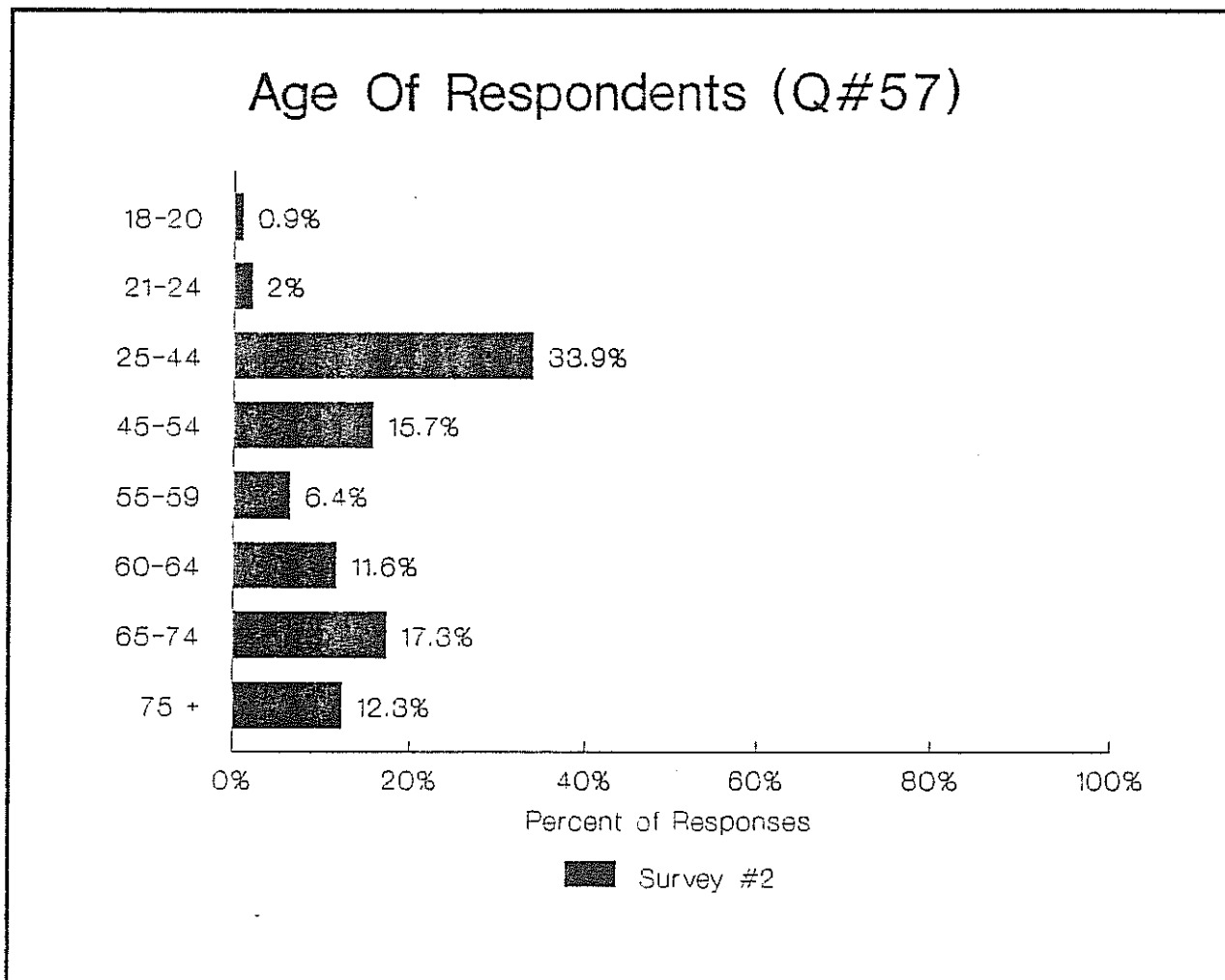
Figure 76



Age of Respondents

The median and the mean age of respondents to Survey II is 53 years. The mean age for Survey I was 52.84 years. The median age for adults in Manistee according to the 1990 census is 46 years. The sample population appears to be older than the general population of adults in the City of Manistee. The largest age category of respondents to Survey II are those 25-44 years of age with over one-third of the respondents (Figure 77). The 1990 census for Manistee shows 38.1 percent of the adults in the age category 25-44 years. The sample population also exhibited a larger percentage of respondents in the age categories above 44 years than the 1990 census. The oldest respondent was 90 years of age.

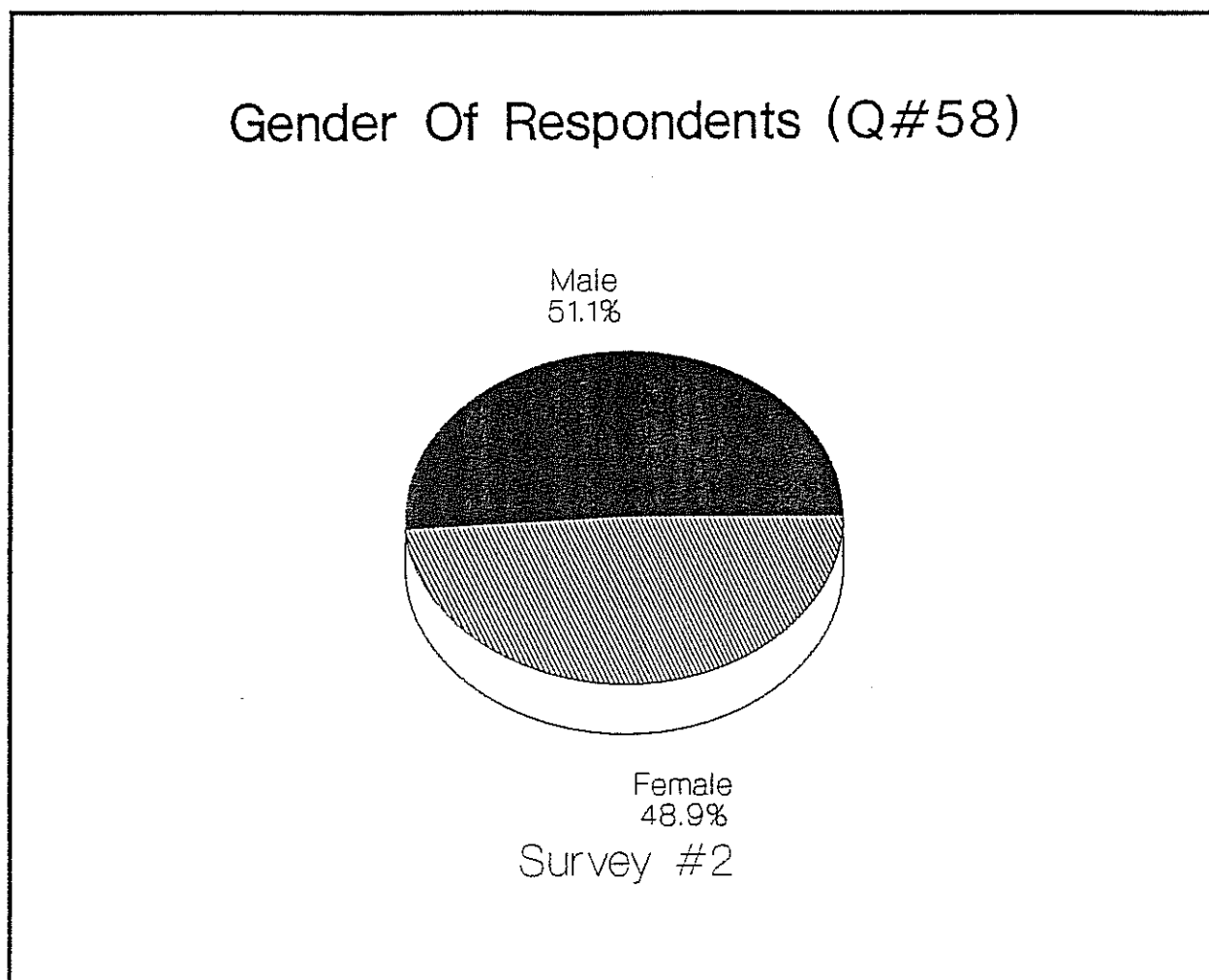
Figure 77



Gender of Respondent

Females were under represented in the sample size according to the 1990 census data. Females, according to the 1990 census, account for 54 percent of the population of the City of Manistee. The sample population had a 49 percent participation by females (Figure 78).

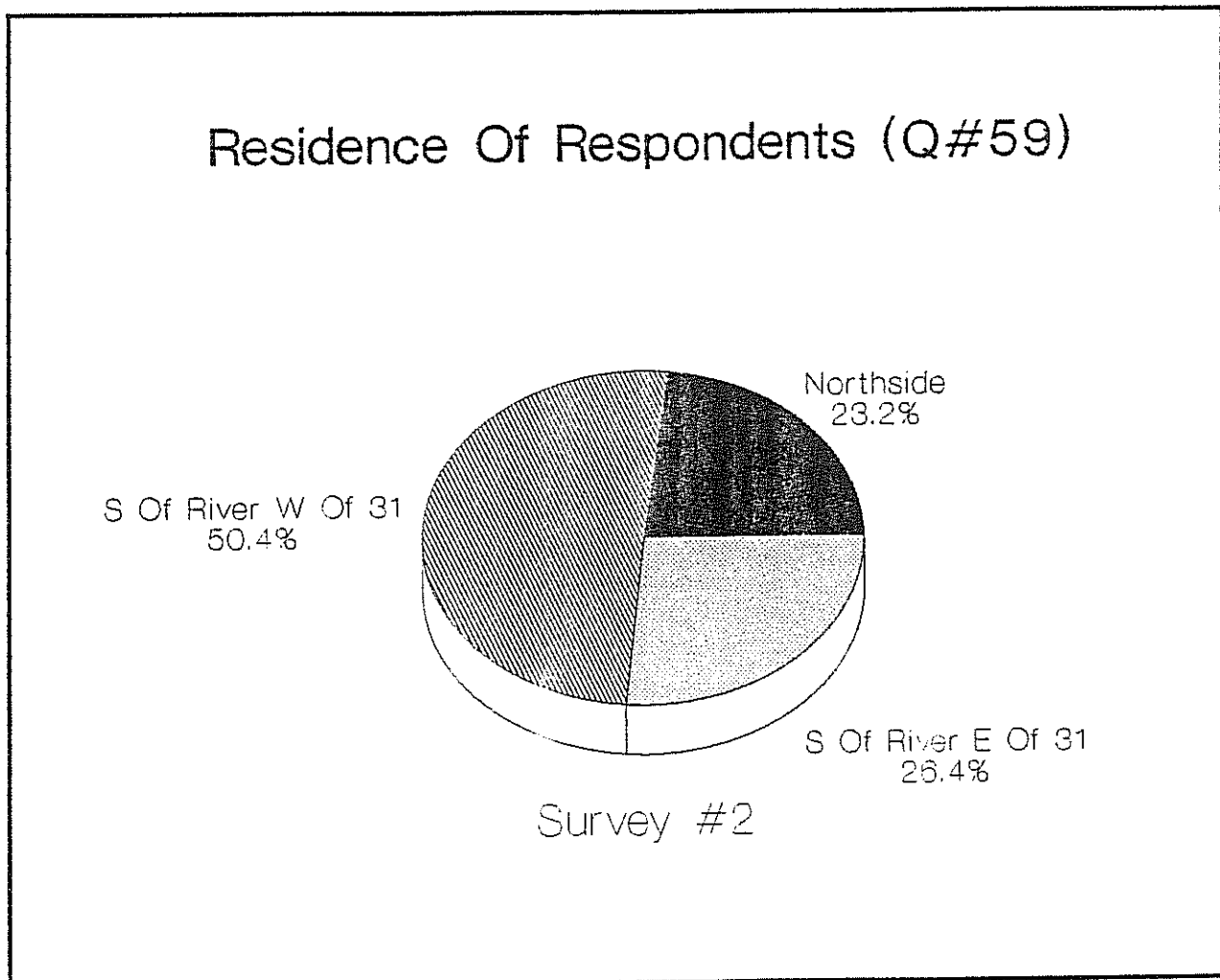
Figure 78



Residence of Respondent

Approximately 50 percent of the respondents were from the area west of U.S. 31 and south of the Manistee River in Survey II compared to 45 percent in Survey I (Figure 79). Approximately 26 percent of the respondents were from east of U.S. 31 and south of the Manistee River compared to 30 percent for Survey I. Approximately 23 percent of the respondents were from north of the Manistee River in Survey II compared to 25 percent in Survey I. The distribution of responses to Survey II by geographic area is similar to the geographic distribution of the total survey population although a larger percentage (5%) are from the area west of U.S. 31 and south of the Manistee River in the survey sample.

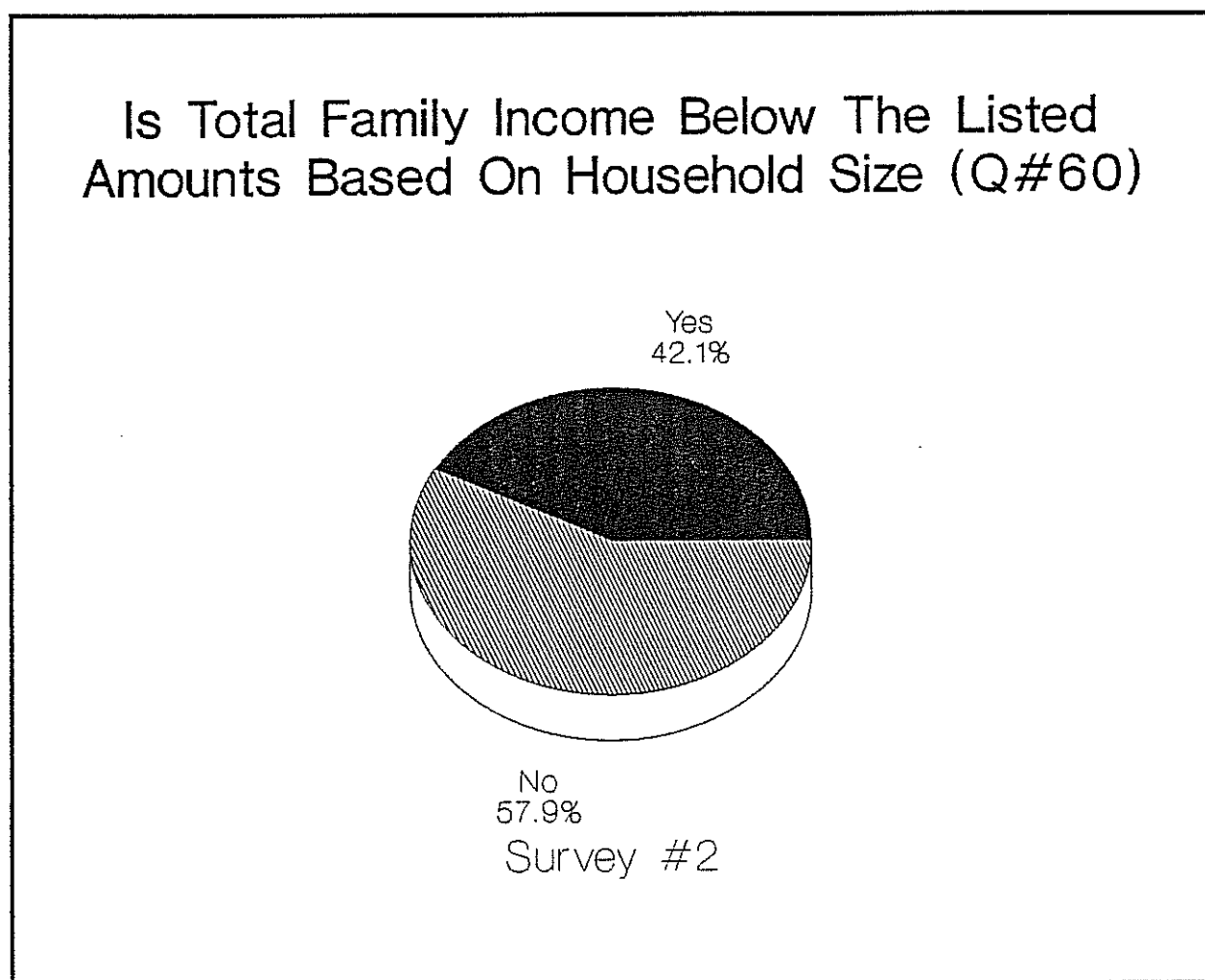
Figure 79



Family Income

A majority of the respondents to Survey II indicated their total family income was above the HUD low/moderate income guidelines for their family size (Figure 80). The area South of the Manistee River and West of U.S. 31 had two of every three respondents indicate their family income was above the HUD guidelines. The Northside area had a slim majority indicate their income was above the HUD guidelines and the area South of the Manistee River and East of U.S. 31 had 55 percent of their respondents indicate they had household incomes below the HUD guidelines. The Michigan Department of Commerce currently lists the City of Manistee as having 39 percent of its families below the low/moderate income guidelines.

Figure 80



CONCLUSIONS

A. ELIGIBILITY OF THE CITY OF MANISTEE FOR HUD FUNDS

The results of Survey II indicate the City of Manistee is not currently eligible as a city for HUD Small Cities CDBG Funds based on a response rate of 42 percent of all the respondents indicating their total family income is below the listed amounts based on their household size (Figure 81). The Business Institute is 95 percent confident, within possible error of ± 5 percent, the sample households for the survey reflect the true proportion of the total households in the City of Manistee with household incomes below the HUD guidelines for the City of Manistee. This conclusion is supported by the current data provided by the Michigan Department of Commerce which indicates 39 percent of the households in the City of Manistee are below the HUD income guidelines.

Figure 81

INCOME LEVELS OF CITY OF MANISTEE RESIDENTS

Survey II

	Raw Frequency	Percent of Those Answering Income/Family Size Question
Income Below HUD Low/Moderate Income Limit	174	42.1%
Income Above HUD Low/Moderate Income Limit	239	57.9%
Did Not Answer Question, or Response not Coded	39	N/A
Column Totals	452	100.0%

B. PERCEPTIONS OF CITIZENS REGARDING MANISTEE AS A PLACE TO LIVE

Questions 5, 12, 16, 17, 20, 28, and 32 comprise a set of questions dealing with "Manistee is a good place to live." The means for each question were normalized on a scale from -3 to +3, with -3 being the worst response and +3 being the best response.

Figure 82 is a ranking in descending order of importance based on the normalized mean values for each question in the index of values for "Manistee as a Place to Live" in Surveys I and II. The rankings for Survey I and Survey II are very similar. No statistically significant difference exists based on the Spearman Rank Correlation Test. The mean value for the index in Survey I was 1.41 and 1.36 for Survey II. The means indicate respondents to both surveys moderately agree the City of Manistee is a good place to live.

A statistically significant improvement in the perception of respondents to Survey II compared to Survey I occurred regarding traffic congestion and noise in their neighborhood. A statistically significant decline in the perception of respondents to Survey II compared to Survey I occurred regarding Manistee as a community to raise children. A slight but statistically insignificant improvement occurred in the perception of respondents to Survey II regarding the safety of their neighborhood when compared to Survey I. The remaining questions in this index did not have a statistically significant change from Survey I to Survey II.

The most positive response in this set of questions indicated that Manistee is a good place to bring up children. The question with the least positive responses in this set indicates that neighborhood traffic noise is a problem for one in four of the residents.

Figure 82

MANISTEE AS A PLACE TO LIVE

The following liveability factors are ranked in descending order according to their mean score on the question pertaining to Manistee as a place to live:

Survey I

Community to Raise Children	[Question 32,	1.97]
Safety of Community	[Question 28,	1.78]
Friendly and Caring Citizens	[Question 16,	1.56]
Retirement Potential	[Question 12,	1.53]
Liveability	[Question 20,	1.35]
Safety of Neighborhood	[Question 5,	1.10]
Neighborhood Traffic/Noise	[Question 17,	.57]

Survey II

Community to Raise Children	[Question 32,	1.72]
Safety of Community	[Question 28,	1.64]
Friendly and Caring Citizens	[Question 16,	1.48]
Retirement Potential	[Question 12,	1.36]
Safety of Neighborhood	[Question 5,	1.28]
Liveability	[Question 20,	1.14]
Neighborhood Traffic/Noise	[Question 17,	.93]

C. PERCEPTIONS OF CITIZENS REGARDING THE QUALITY OF CITY SERVICES

Questions 11, 18, 22, 23, 24, 26, 27, 29, 38, 41, 42, and 44 were combined to generate an index of "Quality of City Services." The mean values were "normalized" on a scale of +3 (best) to -3 (worst).

Figure 83 is a ranking in descending order of importance based on the normalized mean values for each question in the index of values for "Quality of Manistee City Services" in Survey I and Survey II. The rankings for Survey I and Survey II are very similar. No statistically significant difference exists based on the Spearman Rank Correlation Test. The mean value for the index in Survey I was 1.19 and .88 for Survey II. The means indicate respondents to both surveys weakly agree the City of Manistee is providing quality city services.

An examination of the individual questions in this index show a statistically significant decline in the perception of respondents regarding quality of city services between Survey I and Survey II for the following city services:

Rescue Squad
Street Maintenance
5 Year Quality of City Service
Fire Protection
Street Sweeping
Water/Sewer
Street Snow Removal
Zoning/Building Code Enforcement

The major shift in opinion regarding rescue squad service from Survey I to Survey II was from a position of strongly agree it's a good service to agree and neutral. The major shift in opinion regarding the quality of city government services over the last five years between Survey I and Survey II is that it has declined slightly. An increase also occurred in the number of respondents indicating a neutral position in Survey II.

The major shift in opinion regarding the quality of fire protection services between Survey I and Survey II is towards agree and neutral from strongly agree.

The major shift in opinion regarding the quality of street sweeping is also towards agree and neutral in Survey II from strongly agree in Survey I.

The major shift in opinion regarding the quality of water and sewer service is towards agree and disagree in Survey II from strongly agree in Survey I.

The major shift in opinion regarding the quality of street snow removal is towards agree and disagree in Survey II from strongly agree in Survey I.

The major shift in opinion regarding the enforcement of building and zoning codes is towards agree, neutral and disagree in Survey II from a position of strongly agree in Survey I.

The one city service that showed a significant improvement in the opinion of respondents to Survey II over Survey I is maintaining bath houses and beaches.

The remaining questions in this index did not have a statistically significant change from Survey I to Survey II.

Survey II had four additional questions related to the quality of the streets, traffic and parking enforcement, and support for a recycling program (Questions 47, 48, 49, and 52) that were not on Survey I. The opinion of a majority of the respondents to Survey II is the quality of their street and the overall quality of the streets in Manistee is not good. It is noted the survey occurred prior to an extensive street improvement effort in the spring of 1993.

The opinion of a majority of the respondents to Survey II is the city police department is doing a good job of enforcing traffic laws and parking ordinances.

A plurality of the respondents to Survey II also agree they are not willing to pay more for recycling under a new garbage collection contract.

Figure 83

QUALITY OF MANISTEE CITY SERVICES

The following city services are ranked in descending order according to their mean score on the questions pertaining to quality of service:

Survey I

Fire	[Question 26,	2.37]
Rescue Squad	[Question 18,	2.08]
Refuse Collection	[Question 11,	2.05]
Street Snow Removal	[Question 41,	1.90]
Water/Sewer	[Question 29,	1.57]
Parks	[Question 38,	1.09]
Police	[Question 44,	.93]
Building Code Enforcement	[Question 42,	.87]
Street Sweeping	[Question 27,	.67]
Street Maintenance	[Question 22,	.57]
5 Year Quality of City Service Decline	[Question 24,	.11]
Beaches and Bath Houses	[Question 23,	.10]

Survey II

Refuse Collection	[Question 11,	1.95]
Fire	[Question 26,	1.87]
Rescue Squad	[Question 18,	1.79]
Street Snow Removal	[Question 41,	1.64]
Parks	[Question 38,	1.10]
Water/Sewer	[Question 29,	1.05]
Police	[Question 44,	.92]
Street Sweeping	[Question 27,	.38]
Beaches and Bath Houses	[Question 23,	.37]
Building Code Enforcement	[Question 42,	.34]
5 Year Quality of City Service Decline	[Question 24,	- .20]
Street Maintenance	[Question 22,	- .61]

D. PERCEPTIONS OF CITIZENS REGARDING THE IMPORTANCE OF CITY SERVICES

Questions 1, 3, 4, 6, 7, 9, 15, 21, 30, 33, 36, and 40 were combined into an "Importance of Service Index." The means for each question were "normalized" with -3 being "worst" (least important) and +3 being "best" (most important).

Figure 84 is a ranking in descending order of importance based on the mean values for each question in the index of values for "Importance of Manistee City Services" in Survey I and Survey II.

The rankings for Survey I and Survey II are very similar. No statistically significant difference exists based on the Spearman Rank Correlation Test. The mean value for the index in Survey I was 1.97 and 1.85 for Survey II. The means indicate respondents to both surveys agree the City of Manistee services in this index are important.

An examination of the individual questions in this index shows no significant difference regarding the importance of city services between Survey I and Survey II for the following city services:

Street Snow Removal
Street Repair
Street Tree Service
Street Cleaning
Maintenance of Beaches/Parks
Building Code Enforcement
Brush and Leaf Collection
Refuse Collection
Sewer Separation

A statistically significant difference exists between responses to Survey I and Survey II for sidewalk snow removal. A slight but statistically significant decline in the importance of this city service occurs in Survey II. The major shift in opinion is from strong agreement to agreement.

A statistically significant decline in opinion from Survey I to Survey II also occurred with the importance of maintaining bath houses. The major shift is from an opinion of strong agreement in Survey I to an opinion of agreement in Survey II.

A statistically significant decline in opinion from Survey I to Survey II also occurred with the importance of a rescue squad. The major shift is from an opinion of strong agreement in Survey I to agreement, neutral and disagreement in Survey II.

Figure 84

IMPORTANCE OF CITY OF MANISTEE SERVICES

In order of most important, +3, to least important, -3 the following city services are ranked by their mean values:

Survey I

Rescue Squad	[Question 40,	2.66]
Refuse Collection	[Question 33,	2.42]
Maintaining Beaches and Parks	[Question 9,	2.35]
Street Repair	[Question 3,	2.33]
Street Snow Removal	[Question 1,	2.15]
Brush and Leaf Collection	[Question 30,	2.07]
Sewer Separation	[Question 15,	2.04]
Sidewalk Snow Removal	[Question 6,	1.79]
Maintaining Bath Houses	[Question 36,	1.78]
Street Cleaning	[Question 7,	1.51]
Building Code Enforcement	[Question 21,	1.46]
Street Tree Service	[Question 4,	1.05]

Survey II

Refuse Collection	[Question 33,	2.30]
Street Snow Removal	[Question 1,	2.27]
Rescue Squad	[Question 40,	2.26]
Street Repair	[Question 3,	2.26]
Maintaining Beaches and Parks	[Question 9,	2.25]
Sewer Separation	[Question 51,	1.97]
Brush and Leaf Collection	[Question 30,	1.93]
Sidewalk Snow Removal	[Question 6,	1.54]
Street Cleaning	[Question 7,	1.52]
Maintaining Bath Houses	[Question 36,	1.49]
Building Code Enforcement	[Question 21,	1.34]
Street Tree Service	[Question 4,	1.04]

E. PERCEPTIONS OF THE CITIZENS REGARDING GOVERNMENT RESPONSIVENESS

Questions 8, 10, 31, 37, and 43 were combined into a "government responsiveness index." The means for each question were "normalized" with +3 indicating very responsive to -3 indicating not responsive at all.

Figure 85 is a ranking in descending order of importance based on the normalized mean values for each question in the index of values for "Responsiveness of the City of Manistee" in Survey I and Survey II.

The rankings for Survey I and Survey II are very similar. No statistically significant difference exists based on the Spearman Rank Correlation Test. The mean value for the index in Survey I was .87 and .53 for Survey II. The means indicate respondents to both surveys weakly agree the City of Manistee is responsive to their needs with respondents to Survey II slightly less inclined to agree.

An examination of the individual questions in the index shows statistically significant differences exist between the responses to Survey I and Survey II in the responsiveness of City Hall, the Fire Department, and the City Garage.

A statistically significant decline in the rating of responsiveness of City Hall occurs between Survey I and Survey II. The major shift in opinion is from strong agreement with the responsiveness of City Hall to agree and a neutral position. The mean values shift from weakly agree in Survey I to neutral in Survey II.

A statistically significant decline is also observed in the rating of the responsiveness of the fire department between Survey I and Survey II. The major shift in opinion is from strong agreement with the fire department's responsiveness to agreement or a neutral position. The mean values shift from agree in Survey I to weakly agree in Survey II.

A statistically significant decline is also observed in the rating of the responsiveness of the city garage between Survey I and Survey II. The major shift in opinion is from agree with the responsiveness of the city garage to a neutral position. The mean values shift from weakly agree in Survey I to neutral in Survey II.

Although a statistically significant change did not occur between Survey I and Survey II in the responsiveness of City Council and the police department, movement did occur in the opinion of the responsiveness of the police department from agreement with their responsiveness to a neutral position and for City Council from a position of both agreement and disagreement in Survey I to a neutral position in Survey II.

Figure 85

GOVERNMENT RESPONSIVENESS OF THE CITY OF MANISTEE

The following city of Manistee governmental units were ranked in descending order of responsiveness by their mean values:

Survey I

Fire	[Question 37,	1.96]
City Hall	[Question 31,	1.07]
Police	[Question 10,	.83]
Garage	[Question 43,	.61]
City Council	[Question 8,	.19]

Survey II

Fire	[Question 37,	1.25]
Police	[Question 10,	.65]
City Hall	[Question 31,	.44]
Garage	[Question 43,	.31]
City Council	[Question 8,	.02]

F. PERCEPTION OF THE CITIZENS REGARDING RECREATIONAL AND CULTURAL ACTIVITIES

Questions 2, 13, 34, and 35 were combined into a "Recreational and Cultural Activities Index." The means for each question were "normalized" with -3 being a worst response and +3 being a best response.

Figure 86 is a ranking in descending order of importance based on the mean values for each question in the index of values for "Recreational and Cultural Activities" in Survey I and Survey II. Although some differences do exist, the rankings are very similar.

Since an insufficient number of questions are in this index a statistical test to determine if the ranking of Survey I is different from the ranking of Survey II cannot be performed. The mean value for the index in Survey I was -.19 and -.15 in Survey II. The means indicate respondents to both surveys weakly disagree the City of Manistee has adequate recreational and cultural activities.

An examination of the individual questions in this index show a statistically significant increase in a positive perception of recreational opportunities for teenagers in Survey II compared to Survey I.

A statistically significant decline in the perception of recreational opportunities for adults also occurred in Survey II compared to Survey I. An increased percentage of respondents to Survey II believe recreational opportunities are inadequate for adults in the City of Manistee.

Although not statistically significant, an increase in the positive perception of recreational opportunities for children under 12 occurred in Survey II when compared with Survey I.

A comparison of the ranking of cultural activities between Survey I and Survey II shows no statistically significant difference.

Question 39 on Survey I asked respondents if the City of Manistee should have an indoor pool. A similar question 39 on Survey II asked if the respondents would be willing to pay more taxes for an indoor pool. A majority of the responses to Survey I

were supportive of an indoor pool. A majority of the responses to Survey II were opposed to additional taxes for an indoor pool. It appears the citizens may desire an indoor pool but not to the extent it may require them to pay additional taxes.

Figure 86

RECREATIONAL AND CULTURAL ACTIVITIES IN THE CITY OF MANISTEE

The following activities are ranked in descending order according to their mean score on the questions pertaining to recreational and cultural activities:

Survey I

Recreational Opportunities - Adults	[Question 2,	.30]
Cultural Activities	[Question 35,	.29]
Recreational Opportunities - Children	[Question 13,	- .29]
Recreational Opportunities - Teenagers	[Question 34,	-1.07]

Survey II

Cultural Activities	[Question 35,	.43]
Recreational Opportunities - Children	[Question 13,	- .20]
Recreational Opportunities - Adults	[Question 2,	- .21]
Recreational Opportunities - Teenagers	[Question 34,	- .63]

G. PERCEPTION OF THE CITIZENS REGARDING ECONOMIC DEVELOPMENT

Questions 14, 19, 25, 45, 46, 50, and 53 comprise a set of questions dealing with "Economic Development in the City of Manistee." The means for each question were normalized on a scale from +3 to -3, with +3 being the best or most positive response and -3 being the worst or most negative response.

Figure 87 is a ranking in descending order of importance based on the normalized mean values for each question in the index for "Economic Development in the City of Manistee" in Survey II. Since all but one of the questions were not asked in Survey I, a statistical analysis comparing the rankings between Survey I and Survey II cannot be performed.

The mean value for the index in Survey II was .86. The mean value indicates respondents to Survey II weakly agree with the importance of the economic development topics and the performance level of the City of Manistee regarding economic development.

When the two questions regarding the economic development performance of the City of Manistee (Q#19 and Q#25) are subtracted from the Index, the mean value increases to 1.46 equating to a position midway between weakly agree and agree regarding the respondents opinions of the importance of specific economic development actions. The mean for the two areas of economic development performance (Q#19 and Q#25) is -.63 equating to a position between weakly disagree and neutral.

The opinions of a majority of the respondents to Survey II are:

- * Tourism is economically important to the City of Manistee
- * It is possible for a city to effectively manage growth and development
- * The City should continue to regulate CBD improvements for historic preservation purposes
- * The City should encourage tourism development

- * More and different businesses should be permitted in the industrial park
- * The City is not making progress in the area of economic development

A plurality of the respondents to Survey II indicated they do not believe the City of Manistee is effectively managing city development.

Question 54 on Survey II asked the respondents what rate of change they would prefer in the City of Manistee. The choices were no growth, slow growth, moderate growth, and rapid growth. Two-thirds of the respondents indicated moderate growth as their preference. The mean value for this question is 2.95 equating to a position of moderate growth.

Figure 87

ECONOMIC DEVELOPMENT IN THE CITY OF MANISTEE

The following economic development topics are ranked in descending order according to their mean score on the question pertaining to economic development:

Survey II

Businesses in Industrial Park	[Question 53,	1.98]
Growth and Development is Manageable	[Question 45,	1.74]
Importance of Tourism	[Question 14,	1.59]
Encourage Tourism Development	[Question 50,	1.45]
Regulate CBD Improvements	[Question 46,	.54]
Managing City Development	[Question 25,	- .22]
Economic Development Progress	[Question 19,	-1.03]

H. DEMOGRAPHICS OF THE RESPONDENTS

A majority of the respondents to Survey II indicated their best source of information about city activities is the newspaper. Word of mouth was the best source for one in five respondents.

Respondents to Survey II have lived an average of 36 years in the City of Manistee. The average number of years of residence in Survey II is similar to the average of 37 years in Survey I. A comparison with data from Donnelley Marketing Information Services 1992 estimates of neighborhood mobility indicates the sample population may, on average, have resided longer in Manistee than the general population of the city.

The mean age for the respondents to Survey I and Survey II is 53 years. The median age of the respondents to Survey II was also 53 years. The median age for adults in Manistee according to the 1990 census is 46 years. It appears the sample population is on average older than the general adult population of the City of Manistee.

Males were over represented in the sample population for Survey II by approximately 5 percent when compared to the 1990 census of population.

The residence of respondents to Survey II was very similar to the residence of the total survey population of 1,200 (Figure 88). An over representation of approximately 5 percent occurred in the area west of U.S. 31 and south of the Manistee River; an under representation of 3 percent occurred in the area north of the Manistee River and an under representation of 2 percent occurred in the area east of U.S. 31 and south of the Manistee River when comparing the survey sample with the total survey population of 1,200.

Figure 88

	RESIDENCE OF RESPONDENT		
	<u>Survey I</u>	<u>Survey II</u>	<u>Survey II Population</u>
Northside	24.8%	23.2%	26%
South of River West of 31	44.8%	50.4%	46%
South of River East of 31	30.4%	26.4%	28%

RECOMMENDATIONS

A. ELIGIBILITY OF THE CITY OF MANISTEE FOR HUD FUNDS

Although Manistee is not eligible as a city for HUD Small Cities CDBG Funds, we would encourage the city to continue to monitor changes in their eligibility status as issued periodically by the Michigan Department of Commerce. We would encourage considering a follow up survey if the Michigan Department of Commerce should significantly change the status of Manistee's eligibility. A shortfall of 2 or 3 percent from the required 51 percent may merit a survey at a future date.

B. PERCEPTION OF CITIZENS REGARDING MANISTEE AS A PLACE TO LIVE

Respondents moderately agree the City of Manistee is a good place to live. Manistee has many desirable characteristics as a community in which to live as identified by the respondents. The community received good marks as a community to raise children, safety of the community, friendly and caring citizens, retirement potential and general liveability.

We recommend the city continue to monitor the opinions of the citizens relative to the desirability of the community as a place to live. Special consideration might be given to key determinants in raising children such as education, cultural and recreational opportunities, and general safety. Opportunities to expand upon Manistee as a retirement community might also be explored.

C. PERCEPTIONS OF CITY REGARDING THE QUALITY OF CITY SERVICES

The respondents to Survey II weakly agree on average the city is providing quality services. We encourage the city, at a minimum, to look at those services below the mean value of .88 for Survey II. A statistically significant decline in opinions between Survey I and Survey II did occur for seven services and the overall rating of the quality of city services for the last five years. The major shift from Survey I to Survey II is from a position of strongly agree to agree and neutral opinions

for most of the services showing a statistically significant change. We do encourage the city to examine those city services exhibiting a statistically significant decline in opinion between Survey I and Survey II. The more informed the city is regarding the actual performance of city services and the opinions of the citizens, the better prepared the city will be to make good decisions regarding scarce resources.

D. PERCEPTION OF CITIZENS REGARDING THE IMPORTANCE OF CITY SERVICES

Respondents to Survey II on average agree all of the city services included in the survey are important. Statistically significant declines between Survey I and Survey II did occur for sidewalk snow removal, maintenance of bath houses, and rescue squad services. The major shift in opinion is from strong agreement to agreement. We do encourage the city to examine those three services in particular.

E. PERCEPTION OF CITIZENS REGARDING GOVERNMENT RESPONSIVENESS

The average response for Survey II regarding government responsiveness is positive. The respondents to Survey II are a little less inclined to agree it's positive than those in Survey I. The questions in this index may have been answered very subjectively by the respondents. Respondents may have answered based on limited knowledge of either an issue considered or a decision made by one of the city governmental units.

We do encourage the city to examine the three areas in which a statistically significant decline did occur. The areas are city hall, fire department, and city garage. The major shift in opinion between the two surveys is from a position of strong agreement to agreement or a neutral position.

F. PERCEPTION OF THE CITIZENS REGARDING RECREATIONAL AND CULTURAL ACTIVITIES

Respondents to Survey II believe there is a deficiency in recreational and

cultural activities in the City of Manistee. The mean value is -.15 equating to a slightly negative opinion for the index.

Although the average opinion is slightly negative, a statistically significant improvement in opinion is recorded between Survey I and Survey II regarding recreational opportunities for teenagers.

A statistically significant decline occurred in the opinion of respondents between Survey I and Survey II regarding recreational opportunities for adults. Although not statistically significant, recreational opportunities for children under 12 did improve between Survey I and Survey II. We encourage the city to further investigate this perceived deficiency in recreational opportunities for its citizens.

Respondents were interested in an indoor pool as shown in Survey I but not in paying additional taxes for an indoor pool as shown in Survey II. We do not encourage the city to proceed with any plans for an indoor pool that would require additional taxes without substantial support of the citizens.

G. PERCEPTION OF THE CITIZENS REGARDING ECONOMIC DEVELOPMENT

We would encourage the city to consider continuing their efforts in the development of tourism, regulation of the Central Business District for historic preservation purposes, and in the expansion of the use of the city's industrial park based on the positive opinions expressed by a majority of the respondents to Survey II.

A majority of the respondents to Survey II also expressed an opinion supporting moderate growth for the city. We encourage the city to continue a "pro-growth" position based on a sound economic development strategy. Respondents were also supportive of expanding the number and type of businesses in the city's industrial park. We encourage the city to explore this possibility.

A majority of the respondents were not positive regarding the performance of the city with economic development. We encourage the city to reexamine their economic development strategy and communicate the strategy with any revisions to the citizens.

APPENDICES

APPENDIX A

FREQUENCY DISTRIBUTIONS OF RESPONSES FOR EACH QUESTION

The following labels apply to the response categories for Questions 1 through 53.

Response Category

- | | |
|---|-------------------|
| 1 | Strongly Disagree |
| 2 | Disagree |
| 3 | Weakly Disagree |
| 4 | Neutral |
| 5 | Weakly Agree |
| 6 | Agree |
| 7 | Strongly Agree |
| 8 | No Opinion |

FREQUENCY DISTRIBUTION

) Snow removal on streets is not an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	295	65.3	65.3	65.7	1
2	110	89.6	24.3	24.5	2
3	4	90.5	0.9	0.9	3
4	2	90.9	0.4	0.4	4
5	6	92.3	1.3	1.3	5
6	4	93.1	0.9	0.9	6
7	26	98.9	5.8	5.8	7
8	2	99.3	0.4	0.4	8
19	3	100.0	0.7	0.0	No response/Does not know
1.75	452	100.0	100.0	100.0	TOTALS

) In Manistee adults have adequate recreational opportunities.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	71	15.7	15.7	16.0	1
2	89	35.4	19.7	20.0	2
3	34	42.9	7.5	7.6	3
4	63	56.9	13.7	14.2	4
5	42	66.2	9.3	9.4	5
6	80	83.8	17.7	18.0	6
7	44	93.6	9.7	9.9	7
8	22	98.5	4.9	4.9	8
19	7	100.0	1.5	0.0	No response/Does not know
3.99	452	100.0	100.0	100.0	TOTALS

) Street repair is an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	21	4.6	4.6	4.7	1
2	10	6.9	2.2	2.2	2
3	2	7.3	0.4	0.4	3
4	8	9.1	1.8	1.8	4
5	13	11.9	2.9	2.9	5
6	89	31.6	19.7	19.8	6
7	305	99.1	67.5	67.8	7
8	2	99.6	0.4	0.4	8
19	2	100.0	0.4	0.0	No response/Does not know
6.29	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

Boulevard tree trimming planting and removal is not an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	119	26.3	26.3	26.7	1
2	121	53.1	26.8	27.1	2
3	51	64.4	11.3	11.4	3
4	63	78.3	13.9	14.1	4
5	21	83.0	4.6	4.7	5
6	30	89.6	6.6	6.7	6
7	36	97.6	8.0	8.1	7
8	5	98.7	1.1	1.1	8
19	6	100.0	1.3	0.0	No response/Does not know
.01	452	100.0	100.0	100.0	TOTALS

My neighborhood is unsafe at night.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	108	23.9	23.9	24.3	1
2	152	57.5	33.6	34.2	2
3	48	68.1	10.6	10.8	3
4	68	83.2	15.0	15.3	4
5	31	90.0	6.9	7.0	5
6	12	92.7	2.7	2.7	6
7	18	96.7	4.0	4.0	7
8	8	98.5	1.8	1.8	8
19	7	100.0	1.5	0.0	No response/Does not know
.80	452	100.0	100.0	100.0	TOTALS

Snow removal on sidewalks is an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	24	5.3	5.3	5.4	1
2	19	9.5	4.2	4.3	2
3	19	13.7	4.2	4.3	3
4	39	22.3	8.6	8.7	4
5	44	32.1	9.7	9.8	5
6	117	58.0	25.9	26.2	6
7	181	98.0	40.0	40.5	7
8	4	98.9	0.9	0.9	8
19	5	100.0	1.1	0.0	No response/Does not know
.58	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

) Street cleaning is not an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	154	34.1	34.1	34.3	1
2	144	65.9	31.9	32.1	2
3	45	75.9	10.0	10.0	3
4	46	86.1	10.2	10.2	4
5	17	89.8	3.8	3.8	5
6	15	93.1	3.3	3.3	6
7	22	98.0	4.9	4.9	7
8	6	99.3	1.3	1.3	8
19	3	100.0	0.7	0.0	No response/Does not know
2.53	452	100.0	100.0	100.0	TOTALS

) When I have contacted City Council they have responded to my satisfaction.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	32	7.1	7.1	7.4	1
2	23	12.2	5.1	5.3	2
3	18	16.2	4.0	4.1	3
4	117	42.0	25.9	26.9	4
5	21	46.7	4.6	4.8	5
6	33	54.0	7.3	7.6	6
7	28	60.2	6.2	6.4	7
8	163	96.2	36.1	37.5	8
19	17	100.0	3.8	0.0	No response/Does not know
5.52	452	100.0	100.0	100.0	TOTALS

) Maintaining beaches and parks is an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.3	1
2	4	2.2	0.9	0.9	2
3	4	3.1	0.9	0.9	3
4	15	6.4	3.3	3.4	4
5	31	13.3	6.9	6.9	5
6	126	41.2	27.9	28.2	6
7	252	96.9	55.8	56.4	7
8	9	98.9	2.0	2.0	8
19	5	100.0	1.1	0.0	No response/Does not know
6.34	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

0) When I have contacted the Police Department they have not responded to my satisfaction.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	89	19.7	19.7	20.1	1
2	105	42.9	23.2	23.7	2
3	20	47.3	4.4	4.5	3
4	51	58.6	11.3	11.5	4
5	22	63.5	4.9	5.0	5
6	27	69.5	6.0	6.1	6
7	45	79.4	10.0	10.2	7
8	84	98.0	18.6	19.0	8
19	9	100.0	2.0	0.0	No response/Does not know
4.11	452	100.0	100.0	100.0	TOTALS

1) The city contractor does a poor job of picking up refuse from my street.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	195	43.1	43.1	43.2	1
2	171	81.0	37.8	37.9	2
3	18	85.0	4.0	4.0	3
4	26	90.7	5.8	5.8	4
5	10	92.9	2.2	2.2	5
6	3	93.6	0.7	0.7	6
7	18	97.6	4.0	4.0	7
8	10	99.8	2.2	2.2	8
19	1	100.0	0.2	0.0	No response/Does not know
2.15	452	100.0	100.0	100.0	TOTALS

2) Manistee is not a good community in which to retire.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	182	40.3	40.3	40.6	1
2	113	65.3	25.0	25.2	2
3	19	69.5	4.2	4.2	3
4	48	80.1	10.6	10.7	4
5	8	81.9	1.8	1.8	5
6	20	86.3	4.4	4.5	6
7	45	96.2	10.0	10.0	7
8	13	99.1	2.9	2.9	8
19	4	100.0	0.9	0.0	No response/Does not know
2.76	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

13) In Manistee children under 12 do not have adequate recreational opportunities.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	42	9.3	9.3	9.4	1
2	95	30.3	21.0	21.2	2
3	33	37.6	7.3	7.3	3
4	62	51.3	13.7	13.8	4
5	28	57.5	6.2	6.2	5
6	62	71.2	13.7	13.8	6
7	97	92.7	21.5	21.6	7
8	30	99.3	6.6	6.7	8
19	3	100.0	0.7	0.0	No response/Does not know

A 4.48 452 100.0 100.0 100.0 TOTALS

14) Tourism is economically important to the city.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	22	4.9	4.9	4.9	1
2	23	10.0	5.1	5.2	2
3	12	12.6	2.7	2.7	3
4	40	21.5	8.8	9.0	4
5	30	28.1	6.6	6.7	5
6	127	56.2	28.1	28.5	6
7	184	96.9	40.7	41.3	7
8	8	98.7	1.8	1.8	8
19	6	100.0	1.3	0.0	No response/Does not know

A 5.67 452 100.0 100.0 100.0 TOTALS

15) I am satisfied with the decisions the City Council has made.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	71	15.7	15.7	15.8	1
2	75	32.3	16.6	16.7	2
3	43	41.8	9.5	9.6	3
4	102	64.4	22.6	22.8	4
5	49	75.2	10.8	10.9	5
6	40	84.1	8.8	8.9	6
7	21	88.7	4.6	4.7	7
8	47	99.1	10.4	10.5	8
19	4	100.0	0.9	0.0	No response/Does not know

A 3.94 452 100.0 100.0 100.0 TOTALS

FREQUENCY DISTRIBUTION

5) People in Manistee are friendly and caring.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	14	3.1	3.1	3.2	1
2	12	5.8	2.7	2.7	2
3	19	10.0	4.2	4.3	3
4	56	22.3	12.4	12.6	4
5	56	34.7	12.4	12.6	5
6	152	68.4	33.6	34.3	6
7	128	96.7	28.3	28.9	7
8	6	98.0	1.3	1.4	8
19	9	100.0	2.0	0.0	No response/Does not know

5.54	452	100.0	100.0	100.0	TOTALS

6) Traffic congestion and noise in my neighborhood is a problem.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	111	24.6	24.6	24.8	1
2	158	59.5	35.0	35.3	2
3	25	65.0	5.5	5.6	3
4	35	72.8	7.7	7.8	4
5	27	78.8	6.0	6.0	5
6	30	85.4	6.6	6.7	6
7	57	98.0	12.6	12.7	7
8	5	99.1	1.1	1.1	8
19	4	100.0	0.9	0.0	No response/Does not know

2.12	452	100.0	100.0	100.0	TOTALS

8) The city provides poor rescue squad service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	195	43.1	43.1	43.7	1
2	127	71.2	28.1	28.5	2
3	18	75.2	4.0	4.0	3
4	37	83.4	8.2	8.3	4
5	5	84.5	1.1	1.1	5
6	8	86.3	1.8	1.8	6
7	13	89.2	2.9	2.9	7
8	43	98.7	9.5	9.6	8
19	6	100.0	1.3	0.0	No response/Does not know

2.60	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

19) The city is not making progress in the area of economic development.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	25	5.5	5.5	5.6	1
2	50	16.6	11.1	11.2	2
3	24	21.9	5.3	5.4	3
4	47	32.3	10.4	10.5	4
5	47	42.7	10.4	10.5	5
6	74	59.1	16.4	16.6	6
7	155	93.4	34.3	34.7	7
8	25	98.9	5.5	5.6	8
19	5	100.0	1.1	0.0	No response/Does not know

NA 5.26	452	100.0	100.0	100.0	TOTALS

20) I would recommend living in Manistee.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	34	7.5	7.5	7.6	1
2	29	13.9	6.4	6.5	2
3	13	16.8	2.9	2.9	3
4	59	29.9	13.1	13.2	4
5	44	39.6	9.7	9.9	5
6	117	65.5	25.9	26.2	6
7	135	95.4	29.9	30.3	7
8	15	98.7	3.3	3.4	8
19	6	100.0	1.3	0.0	No response/Does not know

NA 5.28	452	100.0	100.0	100.0	TOTALS

21) Zoning and Building Code Enforcement is not an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	119	26.3	26.3	26.7	1
2	157	61.1	34.7	35.3	2
3	38	69.5	8.4	8.5	3
4	48	80.1	10.6	10.8	4
5	22	85.0	4.9	4.9	5
6	11	87.4	2.4	2.5	6
7	23	92.5	5.1	5.2	7
8	27	98.5	6.0	6.1	8
19	7	100.0	1.5	0.0	No response/Does not know

NA 2.90	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

2) The city does a good job of patching my street.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	120	26.5	26.5	26.9	1
2	70	42.0	15.5	15.7	2
3	44	51.8	9.7	9.9	3
4	45	61.7	10.0	10.1	4
5	51	73.0	11.3	11.4	5
6	79	90.5	17.5	17.7	6
7	21	95.1	4.6	4.7	7
8	16	98.7	3.5	3.6	8
19	6	100.0	1.3	0.0	No response/Does not know
3.53	452	100.0	100.0	100.0	TOTALS

3) The city does a good job of maintaining bath houses and beaches.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	34	7.5	7.5	7.7	1
2	35	15.3	7.7	7.9	2
3	41	24.3	9.1	9.2	3
4	88	43.8	19.5	19.8	4
5	37	52.0	8.2	8.3	5
6	113	77.0	25.0	25.5	6
7	39	85.6	8.6	8.8	7
8	57	98.2	12.6	12.8	8
19	8	100.0	1.8	0.0	No response/Does not know
4.89	452	100.0	100.0	100.0	TOTALS

4) In the last five years the quality of city government services has declined.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	31	6.9	6.9	7.0	1
2	69	22.1	15.3	15.6	2
3	32	29.2	7.1	7.2	3
4	96	50.4	21.2	21.7	4
5	29	56.9	6.4	6.5	5
6	69	72.1	15.3	15.6	6
7	62	85.8	13.7	14.0	7
8	55	98.0	12.2	12.4	8
19	9	100.0	2.0	0.0	No response/Does not know
4.70	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

25) The City of Manistee is effectively managing the development of the city.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	63	13.9	13.9	14.2	1
2	73	30.1	16.2	16.4	2
3	50	41.2	11.1	11.3	3
4	78	58.4	17.3	17.6	4
5	41	67.5	9.1	9.2	5
6	74	83.8	16.4	16.7	6
7	33	91.2	7.3	7.4	7
8	32	98.2	7.1	7.2	8
19	8	100.0	1.8	0.0	No response/Does not know

A 4.07	452	100.0	100.0	100.0	TOTALS

26) The city provides good fire protection service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	9	2.0	2.0	2.0	1
2	14	5.1	3.1	3.1	2
3	7	6.6	1.5	1.6	3
4	28	12.8	6.2	6.3	4
5	23	17.9	5.1	5.1	5
6	173	56.2	38.3	38.7	6
7	177	95.4	39.2	39.6	7
8	16	98.9	3.5	3.6	8
19	5	100.0	1.1	0.0	No response/Does not know

A 6.02	452	100.0	100.0	100.0	TOTALS

27) The city does a poor job of sweeping my street.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	48	10.6	10.6	10.8	1
2	127	38.7	28.1	28.5	2
3	42	48.0	9.3	9.4	3
4	79	65.5	17.5	17.7	4
5	40	74.3	8.8	9.0	5
6	35	82.1	7.7	7.8	6
7	54	94.0	11.9	12.1	7
8	21	98.7	4.6	4.7	8
19	6	100.0	1.3	0.0	No response/Does not know

IA 3.81	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

3) Manistee is a safe community in which to live.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.3	1
2	7	2.9	1.5	1.6	2
3	11	5.3	2.4	2.5	3
4	58	18.1	12.8	12.9	4
5	52	29.6	11.5	11.6	5
6	194	72.6	42.9	43.3	6
7	114	97.8	25.2	25.4	7
8	6	99.1	1.3	1.3	8
19	4	100.0	0.9	0.0	No response/Does not know

5.70	452	100.0	100.0	100.0	TOTALS

9) The city provides good water and sewer service in my neighborhood.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	42	9.3	9.3	9.4	1
2	29	15.7	6.4	6.5	2
3	22	20.6	4.9	4.9	3
4	37	28.8	8.2	8.3	4
5	44	38.5	9.7	9.9	5
6	162	74.3	35.8	36.3	6
7	103	97.1	22.8	23.1	7
8	7	98.7	1.5	1.6	8
19	6	100.0	1.3	0.0	No response/Does not know

5.12	452	100.0	100.0	100.0	TOTALS

0) Brush and leaf pickup is an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	7	1.5	1.5	1.6	1
2	14	4.6	3.1	3.2	2
3	9	6.6	2.0	2.0	3
4	21	11.3	4.6	4.7	4
5	45	21.2	10.0	10.2	5
6	152	54.9	33.6	34.3	6
7	189	96.7	41.8	42.7	7
8	6	98.0	1.3	1.4	8
19	9	100.0	2.0	0.0	No response/Does not know

5.99	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

31) When I have contacted City Hall they have responded to my satisfaction.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	28	6.2	6.2	6.4	1
2	24	11.5	5.3	5.5	2
3	24	16.8	5.3	5.5	3
4	89	36.5	19.7	20.4	4
5	38	44.9	8.4	8.7	5
6	87	64.2	19.2	19.9	6
7	46	74.3	10.2	10.5	7
8	101	96.7	22.3	23.1	8
19	15	100.0	3.3	0.0	No response/Does not know

A 5.37 452 100.0 100.0 100.0 TOTALS

32) Manistee is a good community to raise children.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.4	1
2	7	2.9	1.5	1.6	2
3	12	5.5	2.7	2.7	3
4	50	16.6	11.1	11.3	4
5	39	25.2	8.6	8.8	5
6	175	63.9	38.7	39.7	6
7	138	94.5	30.5	31.3	7
8	14	97.6	3.1	3.2	8
19	11	100.0	2.4	0.0	No response/Does not know

A 5.85 452 100.0 100.0 100.0 TOTALS

33) Refuse pickup is an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.4	1
2	3	2.0	0.7	0.7	2
3	3	2.7	0.7	0.7	3
4	14	5.8	3.1	3.2	4
5	22	10.6	4.9	5.0	5
6	147	43.1	32.5	33.3	6
7	243	96.9	53.8	55.1	7
8	3	97.6	0.7	0.7	8
19	11	100.0	2.4	0.0	No response/Does not know

A 6.34 452 100.0 100.0 100.0 TOTALS

FREQUENCY DISTRIBUTION

4) In Manistee teenagers do not have adequate recreational opportunities.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	31	6.9	6.9	7.0	1
2	72	22.8	15.9	16.4	2
3	30	29.4	6.6	6.8	3
4	54	41.4	11.9	12.3	4
5	42	50.7	9.3	9.5	5
6	69	65.9	15.3	15.7	6
7	122	92.9	27.0	27.7	7
8	20	97.3	4.4	4.5	8
19	12	100.0	2.7	0.0	No response/Does not know
4.82	452	100.0	100.0	100.0	TOTALS

5) Manistee does not have an adequate range and supply of cultural activities such as plays art music etc.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	49	10.8	10.8	11.0	1
2	125	38.5	27.7	28.0	2
3	42	47.8	9.3	9.4	3
4	87	67.0	19.2	19.5	4
5	34	74.6	7.5	7.6	5
6	41	83.6	9.1	9.2	6
7	45	93.6	10.0	10.1	7
8	24	98.9	5.3	5.4	8
19	5	100.0	1.1	0.0	No response/Does not know
3.79	452	100.0	100.0	100.0	TOTALS

6) Maintaining bath houses is not an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	124	27.4	27.4	27.9	1
2	172	65.5	38.1	38.7	2
3	49	76.3	10.8	11.0	3
4	29	82.7	6.4	6.5	4
5	17	86.5	3.8	3.8	5
6	12	89.2	2.7	2.7	6
7	21	93.8	4.6	4.7	7
8	21	98.5	4.6	4.7	8
19	7	100.0	1.5	0.0	No response/Does not know
2.70	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

37) When I have contacted the Fire Department they have responded to my satisfaction.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	4	0.9	0.9	0.9	1
2	5	2.0	1.1	1.2	2
3	1	2.2	0.2	0.2	3
4	68	17.3	15.0	15.7	4
5	9	19.2	2.0	2.1	5
6	82	37.4	18.1	18.9	6
7	131	66.4	29.0	30.2	7
8	134	96.0	29.6	30.9	8
19	18	100.0	4.0	0.0	No response/Does not know

A 6.49 452 100.0 100.0 100.0 TOTALS

38) The city does a good job of maintaining parks.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	13	2.9	2.9	2.9	1
2	26	8.6	5.8	5.9	2
3	36	16.6	8.0	8.1	3
4	50	27.7	11.1	11.3	4
5	57	40.3	12.6	12.9	5
6	160	75.7	35.4	36.2	6
7	79	93.1	17.5	17.9	7
8	21	97.8	4.6	4.8	8
19	10	100.0	2.2	0.0	No response/Does not know

A 5.29 452 100.0 100.0 100.0 TOTALS

39) I am willing to pay more in taxes for an indoor year round swimming pool.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	176	38.9	38.9	39.3	1
2	59	52.0	13.1	13.2	2
3	13	54.9	2.9	2.9	3
4	55	67.0	12.2	12.3	4
5	26	72.8	5.8	5.8	5
6	39	81.4	8.6	8.7	6
7	50	92.5	11.1	11.2	7
8	30	99.1	6.6	6.7	8
19	4	100.0	0.9	0.0	No response/Does not know

A 3.36 452 100.0 100.0 100.0 TOTALS

FREQUENCY DISTRIBUTION

0) Maintaining a rescue squad is an important city government service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.3	1
2	13	4.2	2.9	2.9	2
3	4	5.1	0.9	0.9	3
4	26	10.8	5.8	5.8	4
5	14	13.9	3.1	3.1	5
6	100	36.1	22.1	22.5	6
7	280	98.0	61.9	62.9	7
8	2	98.5	0.4	0.4	8
19	7	100.0	1.5	0.0	No response/Does not know
6.28	452	100.0	100.0	100.0	TOTALS

1) The city does a good job of removing snow from my street.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	15	3.3	3.3	3.4	1
2	16	6.9	3.5	3.6	2
3	23	11.9	5.1	5.2	3
4	24	17.3	5.3	5.4	4
5	48	27.9	10.6	10.8	5
6	166	64.6	36.7	37.4	6
7	150	97.8	33.2	33.8	7
8	2	98.2	0.4	0.5	8
19	8	100.0	1.8	0.0	No response/Does not know
5.66	452	100.0	100.0	100.0	TOTALS

2) The city does a good job of enforcing building and zoning codes.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	20	4.4	4.4	4.6	1
2	30	11.1	6.6	6.8	2
3	17	14.8	3.8	3.9	3
4	124	42.3	27.4	28.3	4
5	32	49.3	7.1	7.3	5
6	64	63.5	14.2	14.6	6
7	43	73.0	9.5	9.8	7
8	108	96.9	23.9	24.7	8
19	14	100.0	3.1	0.0	No response/Does not know
5.33	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

43) When I have contacted the City Garage they have not responded to my satisfaction.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	28	6.2	6.2	6.4	1
2	79	23.7	17.5	18.0	2
3	25	29.2	5.5	5.7	3
4	96	50.4	21.2	21.8	4
5	13	53.3	2.9	3.0	5
6	24	58.6	5.3	5.5	6
7	24	63.9	5.3	5.5	7
8	151	97.3	33.4	34.3	8
19	12	100.0	2.7	0.0	No response/Does not know

A 5.07 452 100.0 100.0 100.0 TOTALS

44) The city provides good police protection service.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	21	4.6	4.6	4.8	1
2	27	10.6	6.0	6.1	2
3	40	19.5	8.8	9.1	3
4	54	31.4	11.9	12.2	4
5	47	41.8	10.4	10.7	5
6	146	74.1	32.3	33.1	6
7	76	90.9	16.8	17.2	7
8	30	97.6	6.6	6.8	8
19	11	100.0	2.4	0.0	No response/Does not know

A 5.20 452 100.0 100.0 100.0 TOTALS

45) It is not possible for any city to effectively manage the growth and development of a city.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	173	38.3	38.3	39.1	1
2	143	69.9	31.6	32.4	2
3	26	75.7	5.8	5.9	3
4	32	82.7	7.1	7.2	4
5	15	86.1	3.3	3.4	5
6	9	88.1	2.0	2.0	6
7	11	90.5	2.4	2.5	7
8	33	97.8	7.3	7.5	8
19	10	100.0	2.2	0.0	No response/Does not know

A 2.57 452 100.0 100.0 100.0 TOTALS

FREQUENCY DISTRIBUTION

6) The City of Manistee should continue to regulate improvements in the Central Business District for historic preservation purposes.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	45	10.0	10.0	10.1	1
2	43	19.5	9.5	9.7	2
3	24	24.8	5.3	5.4	3
4	74	41.2	16.4	16.6	4
5	56	53.5	12.4	12.6	5
6	84	72.1	18.6	18.9	6
7	88	91.6	19.5	19.8	7
8	31	98.5	6.9	7.0	8
19	7	100.0	1.5	0.0	No response/Does not know
4.82	452	100.0	100.0	100.0	TOTALS

7) The quality of the surface of my street is poor.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	21	4.6	4.6	4.7	1
2	101	27.0	22.3	22.6	2
3	40	35.8	8.8	9.0	3
4	52	47.3	11.5	11.7	4
5	38	55.8	8.4	8.5	5
6	62	69.5	13.7	13.9	6
7	128	97.8	28.3	28.7	7
8	4	98.7	0.9	0.9	8
19	6	100.0	1.3	0.0	No response/Does not know
4.58	452	100.0	100.0	100.0	TOTALS

8) I am not willing to pay more for recycling under a new garbage collection contract.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	48	10.6	10.6	10.7	1
2	53	22.3	11.7	11.8	2
3	33	29.6	7.3	7.4	3
4	74	46.0	16.4	16.5	4
5	18	50.0	4.0	4.0	5
6	68	65.0	15.0	15.2	6
7	130	93.8	28.8	29.0	7
8	24	99.1	5.3	5.4	8
19	4	100.0	0.9	0.0	No response/Does not know
4.80	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

49) The overall quality of streets in the city is good.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	115	25.4	25.4	25.7	1
2	109	49.6	24.1	24.3	2
3	51	60.8	11.3	11.4	3
4	41	69.9	9.1	9.2	4
5	41	79.0	9.1	9.2	5
6	64	93.1	14.2	14.3	6
7	23	98.2	5.1	5.1	7
8	4	99.1	0.9	0.9	8
19	4	100.0	0.9	0.0	No response/Does not know

VA 3.20 452 100.0 100.0 100.0 TOTALS

50) The City of Manistee should not encourage tourism development.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	170	37.6	37.6	37.9	1
2	120	64.2	26.5	26.8	2
3	29	70.6	6.4	6.5	3
4	56	83.0	12.4	12.5	4
5	8	84.7	1.8	1.8	5
6	15	88.1	3.3	3.3	6
7	31	94.9	6.9	6.9	7
8	19	99.1	4.2	4.2	8
19	4	100.0	0.9	0.0	No response/Does not know

VA 2.72 452 100.0 100.0 100.0 TOTALS

51) Improving water quality in the lakes and river by sewer separation is not an important city goal.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	245	54.2	54.2	54.7	1
2	121	81.0	26.8	27.0	2
3	9	83.0	2.0	2.0	3
4	23	88.1	5.1	5.1	4
5	5	89.2	1.1	1.1	5
6	5	90.3	1.1	1.1	6
7	22	95.1	4.9	4.9	7
8	18	99.1	4.0	4.0	8
19	4	100.0	0.9	0.0	No response/Does not know

VA 2.14 452 100.0 100.0 100.0 TOTALS

FREQUENCY DISTRIBUTION

2) The Police Department does a good job of enforcing traffic laws and parking ordinances.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	34	7.5	7.5	7.6	1
2	37	15.7	8.2	8.3	2
3	33	23.0	7.3	7.4	3
4	67	37.8	14.8	15.0	4
5	38	46.2	8.4	8.5	5
6	144	78.1	31.9	32.2	6
7	73	94.2	16.2	16.3	7
8	21	98.9	4.6	4.7	8
19	5	100.0	1.1	0.0	No response/Does not know
4.94	452	100.0	100.0	100.0	TOTALS

3) More and different types of businesses should be permitted in the Industrial Park.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	16	3.5	3.5	3.6	1
2	9	5.5	2.0	2.0	2
3	6	6.9	1.3	1.3	3
4	30	13.5	6.5	6.7	4
5	14	16.6	3.1	3.1	5
6	104	39.6	23.0	23.2	6
7	247	94.2	54.6	55.1	7
8	22	99.1	4.9	4.9	8
19	4	100.0	0.9	0.0	No response/Does not know
6.19	452	100.0	100.0	100.0	TOTALS

4) The rate of change I would prefer in the City of Manistee is.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.3	No Growth
2	80	19.0	17.7	17.9	Slow Growth
3	291	83.4	64.4	65.0	Moderate Growth
4	71	99.1	15.7	15.8	Rapid Growth
19	4	100.0	0.9	0.0	No response/Does not know
2.95	452	100.0	100.0	100.0	TOTALS

5) My best source of information about city activities is.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	90	19.9	19.9	21.3	Word of mouth
2	48	30.5	10.6	11.3	Radio
3	234	82.3	51.8	55.3	Newspaper
4	29	88.7	6.4	6.9	Cable TV
5	22	93.6	4.9	5.2	Other
19	29	100.0	6.4	0.0	No response/Does not know
2.63	452	100.0	100.0	100.0	TOTALS

FREQUENCY DISTRIBUTION

56) Number of years you have lived in Manistee.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	6	1.3	1.3	1.4	1 or less
2	41	10.4	9.1	9.3	More than 1 less than 5
3	91	30.5	20.1	20.6	5 to 20 years
4	304	97.8	67.3	68.8	20 or more years
19	10	100.0	2.2	0.0	No response/Does not know
NA	3.57	452	100.0	100.0	100.0 TOTALS
Average =	35	Median =	33	Std. dev. =	23 Min = 0 Max = 89

57) Age of respondent.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	4	0.9	0.9	0.9	18-20
2	9	2.9	2.0	2.0	21-24
3	149	35.8	33.0	33.9	25-44
4	69	51.1	15.3	15.7	45-54
5	28	57.3	6.2	6.4	55-59
6	51	68.6	11.3	11.6	60-64
7	76	85.4	16.8	17.3	65-74
8	54	97.3	11.9	12.3	75 and over
19	12	100.0	2.7	0.0	No response/Does not know
NA	4.90	452	100.0	100.0	100.0 TOTALS
Average =	53	Median =	53	Std. dev. =	17 Min = 14 Max = 90

58) Sex of respondent.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	226	50.0	50.0	51.1	Male
2	216	97.8	47.8	48.9	Female
19	10	100.0	2.2	0.0	No response/Does not know
NA	1.49	452	100.0	100.0	100.0 TOTALS

59) Residence of respondent.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	103	22.8	22.8	23.2	Northside of town
2	224	72.3	49.6	50.5	S of Manistee River West of 31
3	117	98.2	25.9	26.4	S of Manistee River East of 31
19	8	100.0	1.8	0.0	No response/Does not know
NA	2.03	452	100.0	100.0	100.0 TOTALS

FREQUENCY DISTRIBUTION

) Based on the total number of people living in your household is your familys total annual income below the following amounts.

#	FREQ	CUM%	NORM%	REV%	RESPONSE CATEGORY
1	174	38.5	38.5	42.1	Yes
2	239	91.4	52.9	57.9	No
19	39	100.0	8.6	0.0	No response/Does not know
1.58	452	100.0	100.0	100.0	TOTALS

APPENDIX B

SUMMARY OF CENTRAL TENDENCIES AND DEVIATION
FOR ALL RESPONDENTS
TO THE SURVEY BY QUESTION

Survey Question	Actual Mean ¹	Normalized Mean ²	Standard Deviation	N
Q1	1.73	2.27	1.53	449
Q2	3.79	- .21	1.99	445
Q3	6.26	2.26	1.51	450
Q4	2.96	1.04	1.89	446
Q5	2.72	1.28	1.60	445
Q6	5.54	1.54	1.75	447
Q7	2.48	1.52	1.66	449
Q8	4.02	.02	1.35	435
Q9	6.25	2.25	1.15	447
Q10	3.35	.65	1.89	443
Q11	2.05	1.95	1.44	451
Q12	2.64	1.36	1.99	448
Q13	4.20	- .20	2.07	449
Q14	5.59	1.59	1.74	446
Q15	3.52	- .48	1.69	448
Q16	5.48	1.48	1.52	443
Q17	3.07	.93	2.07	448
Q18	2.21	1.79	1.50	446
Q19	5.03	-1.03	1.95	447
Q20	5.14	1.14	1.88	446
Q21	2.66	1.34	1.65	445
Q22	3.39	- .61	2.00	446
Q23	4.37	.37	1.68	447

Survey Question	Actual Mean ¹	Normalized Mean ²	Standard Deviation	N
Q24	4.20	- .20	1.79	443
Q25	3.78	- .22	1.85	444
Q26	5.87	1.87	1.40	447
Q27	3.62	.38	1.88	446
Q28	5.64	1.64	1.27	448
Q29	5.05	1.05	1.91	446
Q30	5.93	1.93	1.36	443
Q31	4.44	.44	1.57	437
Q32	5.72	1.72	1.32	441
Q33	6.30	2.30	1.08	441
Q34	4.63	- .63	2.04	440
Q35	3.57	.43	1.83	447
Q36	2.51	1.49	1.59	445
Q37	5.25	1.25	1.43	434
Q38	5.10	1.10	1.59	442
Q39	3.09	- .91	2.16	448
Q40	6.26	2.26	1.31	445
Q41	5.64	1.64	1.56	444
Q42	4.34	.34	1.46	438
Q43	3.69	.31	1.41	440
Q44	4.92	.92	1.69	441
Q45	2.26	1.74	1.49	442
Q46	4.54	.54	1.92	445

Survey Question	Actual Mean ¹	Normalized Mean ²	Standard Deviation	N
Q47	4.54	- .54	2.08	446
Q48	4.58	- .58	2.10	448
Q49	3.16	- .84	1.95	448
Q50	2.55	1.45	1.80	448
Q51	1.97	2.03	1.56	448
Q52	4.75	.75	1.83	447
Q53	5.98	1.98	1.54	448

¹Actual Mean - Value based on a scale of 1 to 7 for each question without consideration if the question is negatively or positively worded.

²Normalized Mean - Value based on a scale of +3 to -3 for each question with negatively worded questions converted to a positive rating.

Survey Question	Actual Mean ¹	Normalized Mean ²	Standard Deviation	N
Q54	2.95	N/A	N/A	448
Q55	2.63	N/A	N/A	423
Q56	35	N/A	23	442
Q57	53	N/A	17	440
Q58	1.49	N/A	N/A	442
Q59	2.03	N/A	N/A	446
Q60	1.58	N/A	N/A	413

N/A = Not Applicable

APPENDIX C

SURVEY INSTRUMENT



3000 NORTH STILES ROAD
P.O. BOX 277
SCOTTVILLE, MICHIGAN 49454-0277
616/845-6211
616/723-8356

Dear Citizen of Manistee:

The Business and Industrial Development Institute of West Shore Community College has entered into a contract with the City of Manistee to conduct a survey of the residents of the city. The purpose of the survey is to:

- * Determine the eligibility of the City of Manistee for Small Cities CDBG Funds;
- * Determine if the residents believe the City of Manistee is providing the services they desire;
- * Determine if the residents believe the City of Manistee is providing quality services; and
- * Determine if the residents have a need for either proposed or contemplated City services.

All individual responses will be kept confidential; only aggregated data will be presented to the City of Manistee.

Your participation is very important. Your opinion will affect future decisions made by the City of Manistee. Please complete and return the survey in the enclosed, postage-paid envelope as soon as possible but no later than one week from the date you receive the survey.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Bergstrom", written over a horizontal line.

Mark Bergstrom, Director
Business and Industrial
Development Institute

Enclosure

Temporary I.D. # _____

CITY OF MANISTEE
1993 CITIZEN SURVEY

Please answer items 1 to 53 by using the following scale, which ranges from a response of "1" (strongly disagree) to a response of "7" (strongly agree). Circle your numerical response at the left of each statement. Circle "8" to the right of the statement if you have no opinion.

Strongly Disagree 1	Disagree 2	Weakly Disagree 3	Neutral 4	Weakly Agree 5	Agree 6	Strongly Agree 7	No Opinion 8
(Circle One)							
1 2 3 4 5 6 7	1. Snow removal on streets is not an important city government service.						8
1 2 3 4 5 6 7	2. In Manistee, adults have adequate recreational opportunities.						8
1 2 3 4 5 6 7	3. Street repair is an important city government service.						8
1 2 3 4 5 6 7	4. Boulevard tree trimming, planting, and removal is not an important city government service.						8
1 2 3 4 5 6 7	5. My neighborhood is unsafe at night.						8
1 2 3 4 5 6 7	6. Snow removal on sidewalks is an important city government service.						8
1 2 3 4 5 6 7	7. Street cleaning is not an important city government service.						8
1 2 3 4 5 6 7	8. When I have contacted City Council, they have responded to my satisfaction.						8
1 2 3 4 5 6 7	9. Maintaining beaches and parks is an important city government service.						8
1 2 3 4 5 6 7	10. When I have contacted the Police Department, they have not responded to my satisfaction.						8
1 2 3 4 5 6 7	11. The city contractor does a poor job of picking up refuse from my street.						8
1 2 3 4 5 6 7	12. Manistee is not a good community in which to retire.						8
1 2 3 4 5 6 7	13. In Manistee, children under 12 do not have adequate recreational opportunities.						8

MANISTEE CITIZEN SURVEY
PAGE 2

Strongly Disagree 1	Disagree 2	Weakly Disagree 3	Neutral 4	Weakly Agree 5	Agree 6	Strongly Agree 7	No Opinion 8
(Circle One)							
1 2 3 4 5 6 7	14. Tourism is economically important to the city.						8
1 2 3 4 5 6 7	15. I am satisfied with the decisions the City Council has made.						8
1 2 3 4 5 6 7	16. People in Manistee are friendly and caring.						8
1 2 3 4 5 6 7	17. Traffic congestion and noise in my neighborhood is a problem.						8
1 2 3 4 5 6 7	18. The city provides poor rescue squad service.						8
1 2 3 4 5 6 7	19. The city is not making progress in the area of economic development.						8
1 2 3 4 5 6 7	20. I would recommend living in Manistee.						8
1 2 3 4 5 6 7	21. Zoning and Building Code Enforcement is not an important city government service.						8
1 2 3 4 5 6 7	22. The city does a good job of patching my street.						8
1 2 3 4 5 6 7	23. The city does a good job of maintaining bath houses and beaches.						8
1 2 3 4 5 6 7	24. In the last five years, the quality of city government services has declined.						8
1 2 3 4 5 6 7	25. The City of Manistee is effectively managing the development of the city.						8
1 2 3 4 5 6 7	26. The city provides good fire protection service.						8
1 2 3 4 5 6 7	27. The city does a poor job of sweeping my street.						8
1 2 3 4 5 6 7	28. Manistee is a safe community in which to live.						8
1 2 3 4 5 6 7	29. The city provides good water and sewer service in my neighborhood.						8

Strongly Disagree 1	Disagree 2	Weakly Disagree 3	Neutral 4	Weakly Agree 5	Agree 6	Strongly Agree 7	No Opinion 8
(Circle One)							
1 2 3 4 5 6 7	30. Brush and leaf pickup is an important city government service.						8
1 2 3 4 5 6 7	31. When I have contacted City Hall, they have responded to my satisfaction.						8
1 2 3 4 5 6 7	32. Manistee is a good community to raise children.						8
1 2 3 4 5 6 7	33. Refuse pickup is an important city government service.						8
1 2 3 4 5 6 7	34. In Manistee, teenagers do not have adequate recreational opportunities.						8
1 2 3 4 5 6 7	35. Manistee does not have an adequate range and supply of cultural activities, such as plays, art, music, etc.						8
1 2 3 4 5 6 7	36. Maintaining bath houses is not an important city government service.						8
1 2 3 4 5 6 7	37. When I have contacted the Fire Department, they have responded to my satisfaction.						8
1 2 3 4 5 6 7	38. The city does a good job of maintaining parks.						8
1 2 3 4 5 6 7	39. I am willing to pay more in taxes for an indoor, year-round swimming pool.						8
1 2 3 4 5 6 7	40. Maintaining a rescue squad is an important city government service.						8
1 2 3 4 5 6 7	41. The city does a good job of removing snow from my street.						8
1 2 3 4 5 6 7	42. The city does a good job of enforcing Building/Zoning codes.						8
1 2 3 4 5 6 7	43. When I have contacted the City Garage, they have not responded to my satisfaction.						8
1 2 3 4 5 6 7	44. The city provides good police protection service.						8
1 2 3 4 5 6 7	45. It is not possible for any city to effectively manage the growth and development of a city.						8

Strongly Disagree 1	Disagree 2	Weakly Disagree 3	Neutral 4	Weakly Agree 5	Agree 6	Strongly Agree 7	No Opinion 8
(Circle One)							
1 2 3 4 5 6 7	46. The City of Manistee should continue to regulate improvements in the Central Business District for historic preservation purposes.						8
1 2 3 4 5 6 7	47. The quality of the surface of my street is poor.						8
1 2 3 4 5 6 7	48. I am not willing to pay more for recycling under a new garbage collection contract.						8
1 2 3 4 5 6 7	49. The overall quality of the streets in the city is good.						8
1 2 3 4 5 6 7	50. The City of Manistee should not encourage tourism development.						8
1 2 3 4 5 6 7	51. Improving water quality in the lakes and river by sewer separation is not an important city goal.						8
1 2 3 4 5 6 7	52. The Police Department does a good job of enforcing traffic laws and parking ordinances.						8
1 2 3 4 5 6 7	53. More and different types of businesses should be permitted in the Industrial Park.						8

Please place an **X** in the box of the response to questions 54 and 55 that best reflects your opinion.

54. The rate of change I would prefer in the City of Manistee is (select only one):

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> No Growth | <input type="checkbox"/> Slow Growth |
| <input type="checkbox"/> Moderate Growth | <input type="checkbox"/> Rapid Growth |

55. My best source of information about city activities is (select only one):

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Word-of-mouth | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Cable TV |
| <input type="checkbox"/> Other _____ | |

THE FOLLOWING INFORMATION IS NEEDED FOR GRANT APPLICATIONS

56. Number of years you have lived in Manistee _____.
57. Age _____. 58. Sex _____.
59. I live (check one): _____ Northside of town
 _____ South of the Manistee River and West of US-31 (Cypress Street)
 _____ South of the Manistee River and East of US-31 (Cypress Street)
60. Based on the total number of people living in your household (family size), is your family's total annual income **BELOW** the following amounts?

My Family Consists of:	Myself	2 People	3 People	4 People	5 People	6 People	7 People	8 or More People
Total Annual Family Income Is:	\$17,700	\$20,200	\$22,750	\$25,300	\$27,300	\$29,300	\$31,250	\$33,250

_____ Yes (below amount)

_____ No (above amount)

Additional Comments

THANK YOU FOR PARTICIPATING IN THIS SURVEY. YOUR OPINION IS IMPORTANT.

Please mail the questionnaire in the enclosed, postage-paid envelope.

APPENDIX D

UNSOLICITED WRITTEN COMMENTS FROM RESPONDENTS

These comments are purely anecdotal, do not reflect the findings of the survey, and cannot be used to support any statistical data in the survey

COMMENTS TO "SPECIFIC" QUESTIONS

Q2: In Manistee, adults have adequate recreational opportunities.

- People need a place to walk indoors, like the malls, need indoor skating areas that are open more often

Q5: My neighborhood is unsafe at night.

- "Too dark" - need another street light between Cypress and Concord

Q6: Snow removal on sidewalks is an important city government service.

- Main sidewalks
- They are so bumpy you can't use them anymore
- Don't ever see a sidewalk snowblower

Q7: Street cleaning is not an important city government service.

- Never see a street cleaner in our neighborhood

Q8: When I have contacted City Council, they have responded to my satisfaction.

- I have not contacted City Council (2 respondents)

Q10: When I have contacted the Police Department, they have not responded to my satisfaction.

- Through 911 we contact a civilian if any who determines who we need
- Never contacted police department

Q11: The city contractor does a poor job of picking up refuse from my street.

- They are very "picky" about what they don't take

Q12: Manistee is not a good community in which to retire.

- Taxes too high - water, on a fixed pension

Q13: In Manistee, children under 12 do not have adequate recreational opportunities.

- Fishing, hunting, swimming, skiing, biking, football, baseball, track, soccer, hockey, etc.

Q14: Tourism is economically important to the city.

- We need industry
- Jobs are more important

Q17: Traffic congestion and noise in my neighborhood is a problem.

- Eighth and Cypress Streets
- Speeding!

Q18: The city provides poor rescue squad service.

- Trying to improve

Q20: I would recommend living in Manistee.

- If given the right opportunity, I would move from here in a minute - I would move to a city where they would welcome and encourage more "Big Business"

Q22: The city does a good job of patching my street.

- It should be resurfaced
- Could be better
- No way!

Q27: The city does a poor job of sweeping my street.

- Not curb and gutter
- Never saw a street sweeper in my neighborhood (2 respondents)

Q29: The city provides good water and sewer service in my neighborhood.

- Just repaired - fine for us now, but I wonder about our neighbors
- Rusty water is a problem (4 respondents)
- Too expensive (2 respondents)
- My sewer is totally plugged in front of my house

Q30: Brush and leaf pickup is an important city government service.

- Should be allowed to burn leaves

Q31: When I have contacted City Hall, they have responded to my satisfaction.

- Never contacted city government
- Managers office - yes; general office - no; building office - yes; community development office - yes
- City manager does not keep his word - he openly lies - is condescending to women

Q32: Manistee is a good community to raise children.

- Young but not teens

Q33: Refuse pickup is an important city government service.

- Privatize

Q36: Maintaining bath houses is not an important city government service.

- I don't like trick questions or trick surveys - "end of survey" "typical politics" (stopped answering at Q37)

Q37: When I have contacted the Fire Department, they have responded to my satisfaction.

- Never contacted Fire Department
- One fireman falsified report to take him off the hook

Q39: I am willing to pay more in taxes for an indoor, year-round swimming pool.

- Totally out of the question
- Absolutely not!
- Yes - Yes
- If I want it bad enough I would drive to the college
- No more taxes period! Let people who use it pay.

Q41: The city does a good job of removing snow from my street.

- A+

Q42: The city does a good job of enforcing Building/Zoning codes.

- Much better than in the past

Q44: The city provides good police protection service.

- Need sheriff patrol

Q48: I am not willing to pay more for recycling under a new garbage collection contract.

- Depends on how much

Q49: The overall quality of the streets in the city is good.

- The streets are terrible in this city

Q50: The City of Manistee should not encourage tourism development.

- This is an industrial city, not a tourist city

Q52: The Police Department does a good job of enforcing traffic laws and parking ordinances.

- Not always
- Watch more handicapped park signs

Q53: More and different types of businesses should be permitted in the Industrial Park.

- Get rid of the industrial park to another less attractive area (2 respondents)
- It is a shame we have an industrial park in such a pretty location - we should have a tourist park or campground
- Compound question - unfair; small business (yes) industry (No!)
- Park was built in the worst place, extremely poor decision by former city manager and council - but it looks like we are stuck with it

Q54: The rate of change I would prefer in the City of Manistee is 1) no growth; 2) slow growth; 3) moderate growth; or 4) rapid growth.

- Moderate growth - regulated

Q55: My best source of information about city activities is: 1) word-of-mouth; 2) newspaper; 3) radio; 4) cable TV; or 5) other.

- Involvement in city affairs, going to meetings, asking questions (3 respondents)
- Mail
- Manistee Observer (2 respondents)
- None do a good job of providing local news - more local news from Ludington paper and radio
- Being involved (2 respondents)
- Local TV - Channel 2 (2 respondents)
- Cable TV
- Council member
- Polish tom-tom
- First hand knowledge by attending events
- T.V. - tapes of city council meetings (2 respondents)
- Ludington Daily News
- Personal experiences
- Flyers
- City Planning Commission
- Downtown business people
- Merchants in central business district
- Outside visitors

Q59: I live: 1) northside of town; 2) south of the Manistee River and West of US-31 (Cypress Street); or South of the Manistee River and East of US-31 (Cypress Street)

- Why is US-31 always used as a dividing line? Are there different classes of people on one side or the other?

COMMENTS PERTAINING TO CITY SERVICES

Beaches

- Clean beaches daily of dead fish

City Manager

- We have an "on the ball" city manager
- The city manager stinks
- City Manager should make more effort to check on job performance, supervisors, employees and more contact with the public - check office personnel as well.

Fire Protection

- Fire protection expensive
- Switch to a volunteer fire department to save money
- Small fires for roasting hot dogs and marshmallows should not bring 2 fire trucks

General

- Need building codes; no standards for type, size or quality
- The city crew is understaffed, for all the work there is to be done and Manistee worries too much about tourism
- We have always received good service from city workers on all our places - we own 7 in Manistee
- Concerned that building codes and ordinances that do not require a permit such as regular maintenance of roof replacement, siding replacement.
- Although services provided by the city (water, sewer, trash pick up, police, etc.) have remained the same or declined, the cost has raised. Although most streets are cleared adequately, streets with low traffic volume are not cleared well, leaving deeply rutted amounts at corners, even down the middle of the streets.
- The city of Manistee should look into 1) contracting out services such as snow plowing, park maintenance, street repairs; 2) volunteer fire people; 3) contract rescue squad service from hospital
- City of Manistee should discontinue rescue service and let the county continue ambulance services by West Shore Hospital (upon completion of Veteran's Drive). The city should then augment the present full-time personnel with paid volunteers through attrition.

Police Protection

- Police protection expensive
- Cut police force in half instead of raising taxes
- People need to be better aware and informed of B & E's and molesting crimes in one's own neighborhood
- Too many speeding cars on residential streets
- Not enough enforcement of alternate parking violations making travel hazardous on narrow streets especially during winter
- Would like to slow down traffic through the city on U.S. 31 - city should get involved in the care of city alleys - they are useful roads if a truck can get through

COMMENTS PERTAINING TO CITY SERVICES (CONTINUED)

Police Protection (continued)

- Need ordinance concerning semi trucks parking on side streets (residential); need to eliminate their sidewalk snow removal machine - all it does is spread snow back on the sidewalks it is intended to clean unless it can be modified to do a better job (replace blade with a brush)
- Need better control of cats and dogs - barking dogs #### at any ones house should be controlled better - cats running loose #### of them

Sewer System

- Sewer separation is needed before street repair
- Had a new sewer line two years ago and I get my own back-up because it was not fixed right!
- Clean sewers more often
- Before street resurfacing is done all sewer and possible waterline repairs should be completed for the area being considered

Sidewalks

- My neighbors and myself clear our own sidewalks
- Repair sidewalks (3 respondents)
- In our part of this city the sidewalks were only plowed twice this winter - we pay taxes and people want to use the sidewalks, especially older folks, but can't because they are not being plowed, but other parts of the city certainly are! Closer to City Hall!
- Our sidewalks are in bad shape (lets get a U.S. grant for new walks)
- Sidewalks on U.S. 31 Cypress Street are in terrible condition after the winter - they are all covered with sand and fine gravel; it should be swept by the city after all...the plows put it there. I am sure the city has equipment to clean this mess. If you think I'm not giving you the facts, take a walk for yourself and see. The city manager should take a walk for himself if he knows where Cypress is. If I fall down and slip on sand and gravel, you know who's going to get sued. The city will pay for my hospital and doctor bill.
- Need ordinance concerning semi trucks parking on side streets (residential); need to eliminate their sidewalk snow removal machine - all it does is spread snow back on the sidewalks it is intended to clean unless it can be modified to do a better job (replace blade with a brush)

Snow Removal

- Contracting snow plowing would save 1,000,000 per year
- City doesn't plow alleys in winter; we are forced to park in street
- Snow removal on weekends and holidays is a problem; weekdays are unnecessarily good - I have encountered dangerous driving conditions on holidays and weekends
- Enforce snow removal ordinance parking laws
- Street- sidewalk snow removal needs more attention - city street crews should be more closely monitored - River Street should be two-way - Industrial Park should be relocated
- I would like to see snow plowing on weekends

COMMENTS PERTAINING TO CITY SERVICES (CONTINUED)

Snow Removal (continued)

- Although services provided by the city (water, sewer, trash pick up, police, etc.) have remained the same or declined, the cost has raised. Although most streets are cleared adequately, streets with low traffic volume are not cleared well, leaving deeply rutted amounts at corners, even down the middle of the streets.

Street System

- City streets in bad condition
- My street bent my axle in my car
- Improve streets (13 respondents)
- Curb and gutter should be placed on streets
- It seems that the streets where the lower income people live are worse than where the higher income people live
- City workers really need to work on the streets and potholes; they are bad enough to do damage to a car
- Streets - (1) Eighth west of Maple; (2) Cherry - all; (3) corner - First and Maple (Get to work)
- My street is ok - rest are poor
- Please resurface our road (St. Mary's) it's a cow path. For as much tar that has been used to patch it, it could have been resurfaced by now.
- City streets are beyond resurfacing, they are in desperate need of resurfacing

Trash

- Grass and leaf pick up expensive, not needed
- Leaf pick up dates should be more flexible
- Why do we stop using yard waste bags so early in the fall? I would rather bag the leaves and garden cuttings in the fall than put them in the street.

Water System

- Rusty water (6 respondents)
- Water bills are outrageous (4 respondents)

COMMENTS PERTAINING TO RECREATION

- No children activities
- Quit taking public beach space
- Find something for my elderly neighbors to do
- Pool is great idea
- Would like public pool (2 respondents)
- Would like parking area at First Street Beach paved
- More concern with beaches and river banks than the poor condition of streets
- Need more activities for kids (2 respondents)
- More things for kids such as roller skating, video arcade, go cart track, trampolines, bumper boats and cars, and water slides

COMMENTS PERTAINING TO RECREATION (CONTINUED)

- A multi indoor recreational facility with some emphasis on seniors would be extremely important addition to the community. Improved management concept is needed for Manistee's recreation programs.
- Our neighborhood park needs more parking and mowing
- There are many opportunities available that are not being used to capacity - those with personal initiative have no problem finding activities that are available

GENERAL COMMENTS

- Hope survey is used to make changes and improvements - most important are industry and kids
- If you really want peoples opinion let them vote on all major decisions
- After living in various cities across the nation, I personally think the "Fathers" of Manistee have their priorities screwed up and should pay more attention to the peoples opinion and not their own pocket books
- I have lived in Manistee all of my life and I enjoy it
- We are relocating because Manistee doesn't offer enough such as activities for adults and teenagers, and high property taxes, and waste money on historical events
- Renters get off easy in this town
- Courthouse employees should park behind the courthouse to help traffic problems in that area
- Need a good local daily paper
- Manistee is a good place to live
- Native Manistee people are very clickish
- Money talks - weak self serving people in charge
- Too many on city payroll not producing
- Too many "yes" people in leadership roles
- Local people seem to prefer "non-threatening, go with the flow" people in office
- Manistee is a good place to live if you have money; the cost of living is high
- Need new city management; services could be majorly improved; northside of town is a bad site
- I would like the rest of my income put back into my hands first and I would truly be a happy citizen of Manistee; where did the rest of my annual go if not to me and children
- I like Manistee well enough, I just want to move to the country where my son can run more
- How much does it cost to run this survey
- The city and county both should wake up and actively solicit for larger and more diverse industry base for this area instead of concentrating so strongly on tourism
- Manistee is declining at a rapid rate; the festival isn't what it used to be - we go to Ludington for their festivals; Manistee needs a lot of improvement or it is going to fade away
- City government needs to learn "money management"

GENERAL COMMENTS (CONTINUED)

- City government should do what's best for the city, not to benefit them or their family. "Our" beaches are "ours" the peoples and not to be locked up; we pay taxes and besides city government doesn't own Lake Michigan public access.
- Too many taverns for the population
- Privatize
- Manistee is a great town - people are smart and friendly - I love my home but my taxes are almost more than I can handle - tourism would be the way to go, but without a tourist gimmick it will be hard - they need an advisor to show them what a tourist town needs - I came from Mackinac Island - at present time I am a member of the promoters group which is trying to build and enhance the community and county to "put it on the map" - this is a fair questionnaire
- This is a great survey and I am glad it is being done
- This survey is inconsistent (4 respondents)
- Make able bodied welfare recipients work
- I would plant flowers in an existing planting area if the city would provide the flowers
- Changing positive to negative in this survey makes it confusing (3 respondents)
- Realize this survey only applies to "city of Manistee" but some questions might be answered differently when considering Oak Hill area 1) adjoining city limits to south and the Parkdale area 2) adjoining city limits to north; many residents and visitors don't distinguish these business areas as separate entities from Manistee - only as approaches to Manistee
- "Question" - who will pay for the expense of remailing this questionnaire because of someone's error?
"Answer" - the tax payers of course
- You deliberately worded your questions to confuse peoples answers by putting "NOT" in some and leaving it out of others
- Believe Manistee compares favorable to other cities this size
- The way some of your questions were worded were tricky
- The only income I have is social security check \$404 a month and pension \$96 a month - live from check to check
- Dislike mix of positive and negative statements - negative ones are trick questions and leave you wondering if you marked what you want
- Very poor survey - why do 37% of the statements contain a negative (not) in them? A good portion of the older residents will not know what they are answering. Perhaps this is a good way to obtain the desired results.
- We have had basement flooding with excess rain - this house is only 8 years old and we resent taxes when having to clean up a carpeted basement - we installed a one way valve, that means we can't flush toilet, do dishes or bathe when it is raining heavily.
- I feel the city is doing a good job but if the money is not there it is hard to give all the people what they want. Have a nice day.
- The city should not sacrifice the quality attitude that makes Manistee a good place to live just because they see \$ coming in
- I believe a lot of these questions were twisted to be misunderstood - what's wrong with saying it like it is

GENERAL COMMENTS (CONTINUED)

- Dealing with City Hall on almost any issue is most often a "catch 22" ordeal - they really need to remember why they have their jobs
- I feel that planting the flowers is a good idea and it looks nice about the first month and then they are not weeded and watered adequately and they look terrible for months of July and August - it is a lot of money to put into something that is not taken care of properly
- A high priority - plant and maintain hundreds of trees on all the streets
- A large sign should be erected on the First Street loop parking lot and should read "Manistee Church Hole Paradise"
- Would like to see more for our children culturally as well as recreationally. Manistee is a very supportive and wonderful place to live and raise children.
- Why don't boat owners who necessitate opening bridges pay a fee or toll? Wonder why Manistee does not have a vehicle tax for ?
- Some of the questions can not be answered like #'s 5, 13, 34, 43, and 48 (how much more) because I have not any real contact in these areas
- I'm handicapped and people continually block my walk way by parking in front of it. What can I do? My immediate neighbors are very kind and observe my handicap. It's the new neighbors across the street who have been told of my handicap but pay no attention to it and have kept my walk shoveled or swept of snow except when I was away for a spell when my son came and took me to his home.
- Myself, family, friends, co-workers and neighbors all agree it is time for Ben Bifoss to move on to another city to ravage and pillage. He has done more harm to the city of Manistee then Hitler did to Poland. Our retired citizens can no longer afford his tax increases, our beaches are now owned by the rich and privileged who do not contribute to the economy of Manistee as they are only brief summer residents. I drive by the condominiums everyday to and from work and they make me sick to my stomach. Mr. Bifoss cares only for lining his pockets and ruining our community.
- Get rid of Ben Bifoss and northside development - city needs street surfacing throughout the city and the perpetual holes need to be dug up and rocked in to hold the surface, not more sand. Stop the city manager from putting northside development first - take care of our streets first. The people who live here need service, and the people who are expected to come here can wait until after they get here. Too much time and \$ are spent on downtown development. Abolish all committee studies and outside people employed to study what is very apparent to the people who live here. The people are taxed way in excess because of city management - poor management.
- We have had a very wonderful and satisfactory life in Manistee
- Too much is wasted on studies and surveys which do not product any visible results
- Growth, recreation, rescue, etc. should be area functions, not city. I don't care if I shop downtown or at K-Mart and I don't see why my taxes should promote one over the other. Can not understand zoning ordinance - cable tv is over priced for quality of services and we should only pay for the stations we like to watch. I see more police - mainly city - coming and going for coffee at Lageneres(?) restaurant than I see in the city in the course of a day!!

GENERAL COMMENTS (CONTINUED)

- I think the city should get rid of Mr. Bifoss and have fund raisers for city pool not TAXES
- Need better screening of city council officials before elections - need to qualify candidates eligibility. Putrid odors from the gas sweetening plant on the northside is offensive. Need to know evacuation procedures in case of accident or failure at Aztec or any gas/oil wells. Need to implement new warning systems - no sirens anymore.
- I feel very fortunate to have been able to grow up in Manistee and continue to live and earn a living here.
- The city council and employees need to listen and address the concerns and needs of the citizens of Manistee before being concerned about outside interests. When the current (majority) of the citizens are content, then can the city even consider any growth. Sometimes government employees seem to forget who they are working for and that is something that should never happen.
- It takes both husband and wife to make over \$27,300
- I love Manistee and have always known I would retire here. Was more than happy when the opportunity was given. Have much detail to learn yet.
- My husband and I both retired from Navy to Manistee. After 20+ years of moving to a variety of locations under a variety of financial and social constraints (big city crime for one). We have thoroughly enjoyed living in Manistee.
- With the recent tax increase we hope to see better recreation for all ages. Excess and foolish government (city) spending should be eliminated. We desperately need good employment opportunities to keep young ambitious people here.
- It really baffles me how the so-called survey instrument error could go unnoticed by everyone before the previous survey was mailed. Someone should have proofread.
- I would like the city to see to it that people fix up these rundown houses with junk and trash filled yards.

COMMENTS PERTAINING TO ECONOMIC DEVELOPMENT

- Encourage more young professionals into area and keeping those who come to stay
- Tourism provides only meager, low pay jobs
- Unemployment too high (3 respondents)
- Need more non-fast food restaurants
- City can do more for businesses by bringing in more companies and more jobs
- Need more industry (7 respondents)
- Forget tourism
- Get some real money in town - like industry - we have enough minimum wage jobs

COMMENTS PERTAINING TO ECONOMIC DEVELOPMENT (CONTINUED)

- I think it's time the city government got off their #### and did something to bring jobs
- Need more good jobs (4 respondents)
- More family department stores rather than craft and gift shops
- Read the new DDA \$40,000 survey - is it worth it?
- I believe the City Council is trying to make improvements for the city, but restaurants and stores, though nice, do not add the types of jobs that are needed
- Would like to see downtown shops filled again - a great deal of charm comes from shopping/window shopping along our historic river
- Relocate Industrial Park to an Industrial area
- The City Council and Ben Bifoss should support the Victorian movement and realize tourism is #1 future economic hope for Manistee - they should support the movement actively, not passively
- Need large factories that employ thousands of people
- There is not enough here to draw large numbers of tourists. Get rid of old way of keeping Manistee small and help it grown or it will dry up and blow away.
- Need more jobs
- Need better paying jobs - can't raise a family on \$6 an hour - children have to leave town for good jobs
- Millikens and Manistee Inn do not fit into a historical district
- EDO needs audit and investigation on funds it handles
- Chamber of Commerce sticks its nose in too much - take credit for everything but inventing sliced bread
- Local banks do poor job of helping small business and people
- Riverwalk if a beautiful addition to the city and should be expanded
- The city and residents must realize the downtown is vital to the city's survival. A great deal of tourism is based on the quality of its shopping district and unfortunately Manistee's downtown is rapidly declining.
- All city, county and state residents lost when city commission sold the Lake Michigan beach for \$1.00 and then closed the Fifth Avenue to essentially prevent people from access to what used to be Fifth Avenue Beach - this is likely the worst thing done by the Manistee City Commission
- City needs to concentrate less on Victorian theme and try to get industry here. Local people can't live on tourism.
- I would like to see Walmart or Meijer in south part of Manistee - we would shop more in Manistee if we felt business people wanted our business but they mostly have an "I don't care" attitude - we spend hundreds of dollars a year in Cadillac and Crystal Lake that could be spent here - Olesons supermarket is one of the dirtiest stores we have ever shopped in.
- I live on southside of River, but how could the DNR and Corps of Engineers allow Fifth Avenue (northside) to be cut open and make a channel? I think city government was very wrong. Back then they did what they wanted not what the people wanted!
- First, people need jobs then they'll pay more taxes. Tourism should be a fringe benefit. It only thrives when our economy is good. We need to change our ideas to make a better community.

COMMENTS PERTAINING TO ECONOMIC DEVELOPMENT (CONTINUED)

- Stronger emphasis on downtown merchants and less major discounters (K-mart, etc.) south of town. What good is the riverwalk if downtown is a ghost town? Support those people who pay taxes that pay your salary.
- More effort should be expended to develop Manistee Lake for tourism instead of an Industrial Sewer. City Commission is too eager to destroy things that are good for all people - such as the former Fifth Avenue beach. What a shame - this area is now available to only a few outside RICH people, instead of everyone as it used to be.
- Need handicap access to stores in business districts (especially downtown)
- Most of employment is made in Mason County - Manistee couldn't offer jobs - shopping is done in Traverse, Ludington, Cadillac or ordering from catalog - people going out of town for jobs - too many retired people here.
- We have four good basic industries - 2 salt, a paper mill and a chemical plant. We don't want to lose them and keep the downtown business progressing
- Renew the primary objectives of the Chamber of Commerce
- No jobs for people, no enforcement of noise ordinance (loud car radios)
- The questions herein are quite basic and not very challenging. Our current economic state warrants strong medicine and I am not recommending cash be thrown at perceived problems.
- Blind to opportunity - reckless with \$\$ and resources - Examples: City turned down Gus Macker, Lakefront Industrial Park! Dumb!
- In Manistee good jobs are very hard to find and it's getting harder to live on minimum wage. It's also depressing because all improvements in Manistee are aimed at the tourists and not the year round residents.
- Manistee should do everything it can to keep plants and factories in town with tax abatements - catering to the tourist trade provides low paying jobs for the tax paying public - only a few fat cats benefit
- Improve jobs in the community
- I believe our city is becoming too commercial and catering more to vacationers than to year round residents
- To delete Victorian motif from River street and allow businesses
- I think kids and teens get into trouble with the law on little things - should be put to work to help clean beaches and parks - the city has nothing to offer as businesses on shopping - we are all getting taxed out of our homes - in the 30 years I have seen a nice shopping area (downtown) go to nothing to speak of - more business places are needed to hold the people in town shopping
- We need industrial growth much more than tourism. Our children need jobs - not 3 months out of 12 months. Regarding tourism and recreation (good for out of town people only) who can make a living on working for fast food establishments only?? Let's get more industrial (even little shops) like Traverse City - now their industrial parks are being filled up - not ours. Put blame on our commerce office.
- The city must change their priorities in many cases. Find industry for the park and not push only tourism. Manistee has an aging populace with fixed incomes who can not support tax increases.
- We need industry badly. Reduce Dial-a-Ride. Also end drilling (gas-oil) within city limits.

COMMENTS PERTAINING TO ECONOMIC DEVELOPMENT (CONTINUED)

- Instead of more restaurants with low pay, we need higher paying jobs, so I can afford to go out to eat
- I believe the town should think more about bringing in more jobs and less about pleasing the people who come here maybe a week or two a year - meaning tourism
- Manistee has no jobs - a great number of people on welfare and are losing people who are searching for work (elsewhere) - if Manistee continues to live on tourism, there will be no Manistee to visit - we need more work here - kids and teenagers also have difficulty finding 5 and 10 (five and dime) jobs - I can't image how the unemployed feel like - do you?
- City officials should forget tourism and should focus their attention on getting industry and businesses to locate here. Look at all the industries we've lost - Century Boat, Ex-Cello, Drop Forge, government factory, etc. - even River street businesses - the town is worse now than during the depression

COMMENTS PERTAINING TO ENVIRONMENTAL ISSUES

- Check toxic dumping
- Are part time residents who once thought we would retire here, but air pollution and river pollution
- Plant flowers and trees
- Plant fish - not flowers and trees
- City should provide recycling center and should encourage it by raising the garbage fees
- High cancer rate - related to water?
- Relating to water in our area and the article written about "tar lake" - these 2 ponds were creosote where oak trees were treated for time, removed and stacked in piles to be used in railroad way - I have no doubt that some of this material is getting into our water table where it is pumped by city well for use by people in this area. I don't know of any clean up of this area, other than covering the ponds with sand. Creosote is a carcinogen which could amount for the high amount of cancer in our area. No one in administration want to address this problem.
- The town of Geddes, S.D. with a population of 303 people has their own recycling center - the attitude of Manistee City government is there is not enough need to justify the implementation of a recycling center at Manistee

COMMENTS PERTAINING TO TAXES

- Taxes are too high (6 respondents)
- Where are all of our tax dollars going considering the shape of our roads and streets

COMMENTS PERTAINING TO TAXES (CONTINUED)

- High tax rates
- Unfair property tax - assessment is based on purchase price which is not basis for true cash value
- Property taxes, utilities and groceries all increase while wages decrease
- I am not willing to pay more when there are people on social services getting paid for doing nothing - put them to work for what they are getting
- I believe that taxes are way too high - they are 4 to 5 times higher than southern states, especially Florida and Texas - this town is trying to drive the elderly out with outrageous taxes
- Assessments have gone through the roof - City Assessor is not a good representative of our city - not a friendly person
- If the city is going to raise taxes so extremely, they should get rid of the ready-to-serve charge on everybody's water bill and get rid of the quarterly charge for trash pick up

COMMENTS PERTAINING TO SCHOOLS

- Need more vocational programs offered to students
- Industry needs to be involved with education
- Manistee Public Schools are doing an excellent job
- Wish people of Manistee would be more generous in voting for school millages
- Education is a problem in this community - people are leaving the community because of this problem
- School system loaded with fat at the top

